

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT (CUSTOMER SERVICE, ACCESS & EQUITY DIVISION - MUNICIPAL SERVICE CENTRES- LOCATION - VARIOUS

#### MUNICIPAL SERVICE CENTRE REPRESENTATIVE - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to Manager, Municipal Service Centres, provides a variety of City transactional services and information on behalf of all City Departments. Responsible for reporting to the Manager, Municipal Service Centres on matters relating to service delivery as well as monitoring and reporting on the daily operational requirements including building security/maintenance concerns and inventory levels.

#### GENERAL DUTIES

Provides convenient, accessible service to the City's communities by delivering a wide range of information and transactional services. Services include payment processing for tax, parking and by-law fines, licensing and permit fees, facility rental and recreation program fees. Information is provided on behalf of all City departments and includes, property tax, registrations, assessment, licensing, permits, by-laws and enforcement, waste pick-up schedules, recreation programs, zoning, animal control, snow removal, council meeting agendas and minutes. Records and responds to customer inquiries and complaints regarding all City services including, parking fines, water-main breaks, tree cutting and road conditions.

Acts as Deputy Issuer of Marriage Licenses and Burial Permits, by verifying authenticity of legal documentation required with the application for marriage or burial. Types, signs and issues Marriage Licenses as Deputy Issuer.

Opens and closes facility; reports on security concerns and maintenance deficiencies; creates and maintains inventories of operational supplies and forms/tickets/permits/licenses, such as Grant application forms; ARB appeal forms; Marriage Licenses; Burial Permits; Bus Tickets; Waste Collection calendars; Human Resources application forms; and all other forms which may be requested by the public.

Researches, prepares, applies or submits adjustments for various departments regarding parking fines, tax accounts, recreation programs, facility booking and revenue distribution journals.

Operates a point of sale terminal in the receipt of payments for a variety of municipal services such as tax, licenses, parking violations, and other revenue items. Balances receipts, records transactions and prepares documentation for bank deposit. Prepares daily, weekly and monthly financial reporting, inventory reporting and prepares required general ledger journal entries.

Provides processing services for various Departments including tax, animal licensing and waste management.

Maintains a strong knowledge of City services, service issues, departmental/Council structures and responsibilities, as well as a general knowledge of Provincial services. Recognizes and reports on trends or changes in types of service requests and inquiries ensuring that appropriate persons are notified.

Provides training to show others how to perform tasks or duties.

Attends regular training sessions in order to remain current with operational practices and technologies for all services offered in the Municipal Service Centres.

Liaises with community groups in order to be responsive to the needs of the local community.

Word processes correspondence, reports and forms such as permits and licenses.

Maintains and compiles customer service statistics. Reports regularly on the status of results and performance.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

**QUALIFICATIONS**

1. Demonstrated experience working in a customer services environment serving a diverse, multicultural, multilingual public.
2. Excellent interpersonal and conflict resolution skills, demonstrated tact and professionalism in dealing with the public.
3. Developed understanding of business accounting concepts. Ability to work with figures and balance cash transactions. Municipal tax experience preferred.
4. Demonstrated experience in a computerized environment, including data input and an excellent knowledge of computer applications in a Windows environment including Windows 2000, Microsoft Word, Excel and Outlook. Ability to conduct Internet and Intranet searches in a timely manner. Experience with Hansen preferred.
5. Possesses excellent verbal and written communication skills, with the ability to clarify City of Hamilton Service Procedures and Policies to the public.
6. Understanding of the services and responsibilities of all levels of government.
7. Demonstrated ability to work independently and as part of a team demonstrating strong time management and organizational skills. Must be flexible in work schedules and locations and available to work overtime and rotating shifts as required.