

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION – BUSINESS & SUPPORT SERVICES – LOCATION – 71 MAIN ST. W.)

KNOWLEDGE MANAGEMENT LIAISON – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Business & Support Services, this position's primary role is to acquire, develop, manage and maintain departmental information in the Customer Contact Centre's knowledge base and customer relationship management (CRM) software solutions. This function is done by liaising with Business Unit Advisors and the departmental business unit contacts to ensure the knowledge base and the CRM are optimized for use by the Contact Centre Representatives in a manner that supports citizen-centred service.

GENERAL DUTIES

In partnership with departmental business unit representatives, responsible for the development and documentation of the processes and information required for service delivery by Customer Service Representatives to the citizens of Hamilton through a computerized Knowledge Management and Customer Relationship Management System.

In collaboration with subject matter experts in the departmental business units, research, compile, review, write, edit and post service delivery content for the Knowledge Management System.

Prepare training and presentation materials and facilitate both training and continuous improvement feedback sessions with Customer Service Representatives on new and changing processes in conjunction with sensational service objectives.

Execute the migration of existing knowledge base content from various sources to the corporate Knowledge Management System.

Develops relationships with other leading municipalities' knowledge base counterparts in order to share, obtain information and benchmark success.

Ensure all information uploaded to the knowledge base solution is of the highest quality and consistency possible, including correct spelling, grammar, accuracy and use of approved styling.

Along with Business Unit Advisors, conduct focus group meetings with Contact Centre Representatives to verify understanding, confirm clarity of call protocols, and gather feedback

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.

Perform other responsibilities as assigned which are directly related to the normal functions of this position.

QUALIFICATIONS

1. Completion of a relevant degree or diploma such as; Municipal Government, Business Process Design, Library Studies or Contact Centre Operations or a combination of relevant work experience
2. Demonstrated previous customer service experience with preference given to those who have worked in an inbound public sector contact centre.
3. Superior verbal and written communication skills with the ability to relate effectively and tactfully with peers, all levels of management, elected officials and customers
4. Experience in innovation and process improvements

5. Experience with information/knowledge management systems for service delivery in one or more service delivery channels including; authoring, updating workflows, version control and managing user feedback mechanisms.
6. Excellent team and people skills with an emphasis on providing sensational customer service.
7. Experience training adult learners including; curriculum preparation, presentation and evaluation.
8. Proven organizational skills and the ability to work under very tight deadlines and with competing priorities
9. Knowledge of legislation and standards relevant to the position – Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health and Safety Act (OHSA), and Accessibility for Ontarians with Disabilities Act AODA.
10. Experience in computerized environment with working knowledge of Microsoft Windows 7, and the current suite of Microsoft productivity tools (Word, Excel and PowerPoint). Ability to adapt to new computer applications. Preference given to those with experience using municipal business unit software including Hansen, Amanda, Vailtech and GIS.
11. May be required to travel to meetings off site.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
