

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION – CUSTOMER CONTACT CENTRE - LOCATION – 330 WENTWORTH ST. N.)

SENIOR CUSTOMER CONTACT CENTRE REPRESENTATIVE – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor Customer Contact Centre, the Senior Customer Contact Centre Representative provides administrative, customer service and technical support associated with the daily operations of the Customer Contact Centres. Aids in supporting staff onboarding and training. Performs Customer Contact Centre representative and dispatch functions as required.

GENERAL DUTIES

Performs Customer Contact Centre Representative call handling and dispatch duties.

Acts as a resource and support for Contact Centre staff performing customer service. Assists with mailings and technical assistance support.

Supports the prompt and correct implementation of service delivery (email, phone) policies, procedures, processes and workflow. Acts as a subject matter expert for section operations delivering quality customer service.

Prepares section procedures for review and approval by the Supervisor and / or Manager. Reports issues and anomalies to the Supervisor and / or Manager.

Prepares and submits staff payroll timesheets. Liaises with Finance-Payroll in attendance tracking and payroll submissions.

Support the implementation of job requests to Human Resources; assist and coordinate the scheduling of onboarding processes; coordinate recruitment packages and / or documentation to Human Resources. Assist the Division in their off-boarding process.

Assists with the development of training and onboarding programs for the Customer Contact Centre and leads staff training. Acts as a senior representative who leads to motivate and encourage staff in performance and productivity.

Supports the development and implementation of policies and procedures related to the Customer Contact Centre, to promote a quality service approach to ensure the highest level of customer satisfaction.

Under the direction of the Supervisor, works and liaises with internal stakeholders to co-ordinate the delivery of services and supports provided by the Customer Service Centre locations.

Responds to, monitors and follows up on customer inquiries by receiving, evaluating and prioritizing nature of enquiry. Assists in call investigations at stakeholder request to transcribe interactions and participates in problem resolution and escalates inquires to Supervisor when required.

Maintains an inventory of office supplies, equipment and office communication bulletin boards. Assists with office equipment malfunctions, sorts and distributes incoming mail, processes outgoing mail, courier deliveries, supplies and receipts.

Enters statistical data and performs analysis using Microsoft Excel or other related section software.

Supports the co-ordination and administers related support on special projects or existing programs as assigned.

Maintains office filing and information systems, including confidential files, reference materials, reports, and general correspondence.

Composes documents using Microsoft Office Suite including but not exclusive of Outlook, Microsoft Word, Excel and MS PowerPoint. Supports the centres computerized environment with the CRM software and other section applications, CISCO suite and SharePoint.

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 previous office experience normally acquired through a combination of secretarial and administrative courses and/or relevant work experience.
2. Experience in a 24/7 call centre environment. Preference given to non-911 type emergency dispatch experience.
3. Front-line customer service experience is considered an asset.
4. Proven ability to work independently and as part of a team demonstrating strong time management and organizational skills. Must possess the ability to manage competing priorities and timelines.
5. Demonstrated experience working in a computerized environment. Must possess excellent computer skills with above average knowledge of MS Office Software (Word, Outlook, Excel, and Power Point), SharePoint and applicable CRM software.
6. Must possess excellent interpersonal, communication and customer service skills. Ability to relate to staff, peers and the general public with tact and professionalism.
7. Demonstrated experience explaining and applying regulations, governing bylaws or policies to carry out assignments and apply them to specific situations.
8. Ability to recognize and demonstrate the value of extraordinary customer service in a diverse environment. Maintain level of confidentiality in all interactions.
9. Previous experience working with ACD and IP telephony products and other contact centre systems required. Working knowledge of Vailtech, Hansen, Officer and/or Lagan is preferred.
10. Previous experience in coaching and team building along with the ability to train and mentor staff in service quality and other corporate customer service processes and procedures is preferred.
11. Ability to input, retrieve and compile financial and statistical data for further analysis using appropriate software systems (Excel, PeopleSoft, Word reports).
12. Must be able to communicate effectively in both written and verbal form.
13. Flexible availability with early morning, evening, weekend and holiday work is required.
14. Must be able to work at any of the Customer Contact Centres offices.
15. Current and maintain Standard First Aid with CPR-C is an asset.

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