

## CITY OF HAMILTON

### **CORPORATE SERVICES DEPARTMENT** **(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION** **- SERVICE DELIVERY CHANNEL - LOCATION - 71 MAIN ST. W.)**

#### **MANAGER, SERVICE CHANNEL**

#### **SUMMARY OF DUTIES**

Reporting to the Director, Customer Service, POA & Financial Integration, the Manager, Service Channel assumes lead accountability and responsibility for the management, performance and compliance of the Web Service Support Unit and the City Hall Citizen Service Centre, City Hall Information Desk and the five Municipal Service Centres.

#### **GENERAL DUTIES**

Responsible for the overall management and performance of the Web Service Support Unit and the City Hall Citizen Service Centre, City Hall Information Desk and the five Municipal Service Centres, inclusive of the establishment of the strategic direction, objectives, financial controls, service standards, quality assurance protocols, channel initiatives and reporting mechanisms.

Provides direction and support in the monitoring, management, and improvement of service quality and customer satisfaction through the collection of statistical information, customer survey and introduction of process improvements.

Partners with departments and applicable stakeholders to design, develop, interpret, present and maintain web performance metrics as well as oversee the development of identified training programs to support quality service delivery.

Provides leadership and direction in the development, implementation and evaluation of the effectiveness of work processes, technological efficiencies, operational procedures and standards as well as compliance to regulatory and/or policy requirements.

Partners with departments to facilitate and support the adoption of enterprise solutions for on-line service applications as well as supports the design and development of the business case for funding.

Leads in the development of service level agreements and other applicable contracts, inclusive of negotiations and implementation of terms and conditions.

Responsible for the budgetary performance as well as the development of capital budget submissions, variance reporting, and capital business case development.

Oversees the provision of quality service delivery by providing direction and support in the development of annual operational work plans as well as to explore areas of service optimization as a means to improve the service experience of citizen and reduce operating expenditure.

Responsible for developing marketing campaigns as well as working with departments such as Revenue Generation to explore potential revenue generating opportunities with and across the various channels.

Facilitates the development of cross departmental (and/or governmental) channel strategies that optimize the accessibility of services and ensure service consistency across the various channels.

Responds to escalated complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions.

Responsible to coach and mentor staff through support and guidance for staff development/training as well as support the succession planning process.

Responsible for recruitment, supervision, evaluation and discipline of staff as well as performance manages and approves performance appraisals.

Responsible for the reporting performance to the applicable departments, stakeholders and Committees as well as the development and presentation of reports to members of Council.

Interprets and ensures compliance with municipal, departmental and corporate policies and procedures such as Attendance Management, Collective Agreements, Cash Handling, Audit Recommendations, various specific By-laws, etc.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, city departments and other levels of government.

Ensure operational compliance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety as well as AODA and Inclusion & Equity.

Perform other duties, as may be assigned, which are related to the job function.

## **QUALIFICATIONS**

1. Proven operational experience in customer service and administration, channel management, marketing and service (i.e. web) performance monitoring at the managerial level normally acquired through a Bachelor's degree from an accredited university in business administration, marketing, operations management or a combination of education and related extensive work experience. An MBA and/or 5 years in municipal leadership role would be considered an asset.
2. Proven managerial and operational experience with an emphasis on customer service counters and web service delivery in a diverse community.
3. Strong problem solving skills and conflict resolution skills inclusive of the demonstrated ability to facilitate decision-making both strategically and tactically.
4. Demonstrated knowledge and experience in accounting principles and practices (inclusive of cash handling, POS, budgeting, transaction and compliance management) and statistical analysis.
5. Demonstrated experience in developing and managing service channel delivery strategies and tactics across multiple channels; inclusive of experience in revenue generation and marketing services across multiple service channels.
6. Demonstrated experience in facilitating, developing and presenting comprehensive business cases, inclusive of financial analysis.
7. Demonstrated experience in overseeing the development of training programs to teach and/or train staff on new performance or operational concepts
8. Strong working knowledge of web service delivery and performance monitoring (ie. analytics, performance monitoring, KPIs, dashboard).

9. Demonstrated experience in identifying, developing and managing process and/or service improvement programs/projects as well as working knowledge and familiarity with principles of inventory management and asset management.
10. Demonstrated experience in leading the design, development and implementation of customer service standards, processes, procedures and training as well as performance management and reporting.
11. Excellent people skills and demonstrated experience in supervisory, coaching, leadership and team building skills as well as demonstrated senior level experience in managing teams within a unionized environment.
12. Strong understanding of the automated environment, with working knowledge of Word, Excel, PowerPoint, Outlook, PeopleSoft, other equivalent software (CLASS, Hansen, Vailtech, etc) and/or other POS equipment as may be required.
13. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment.
14. Demonstrated ability to establish and maintain effective working relationships within a multidisciplinary team with direct service staff to identify and meet the needs of the departments.
15. Strong public relations skills and the ability to interact and communicate effectively at all organizational levels.
16. Demonstrated knowledge of Health and Safety legislation, Occupational Health and Safety, AODA Customer Service and applicable regulations as it relates to this position.
17. Flexible availability with early morning, evening, weekend and holiday work may be required.

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

\*\*\*\*\*