

## CITY OF HAMILTON

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

#### **SUPERVISOR, SERVICE CENTRES - CUPE 1041**

#### **SUMMARY OF DUTIES**

Reporting to the Manager, Service Channel, the Supervisor, Service Centres is responsible and accountable for the daily operational performance and management of the City Hall Citizen Service Centre, City Hall Information Desk and the five Municipal Service Centres.

#### **GENERAL DUTIES**

Responsible to oversee the day to day operations of the City Hall Citizen Service Centre, City Hall Information Desk and the five Municipal Service Centres, including staff scheduling and complement, assignment of duties, transaction management, service quality management, complaint management, cash handling and reporting, regulatory or statutory compliance and point of sales (POS) management, financial reporting, as well as establishing priorities and delegation of duties to staff, ensuring maximum utilization of human resources.

Monitors and implements operational and/or regulatory changes or enhancements for various corporate, community, provincial or federal services that are offered at the City Hall Citizen Service Centre, City Hall Information Desk and the five Municipal Service Centres.

Develops and monitors procedures and controls to ensure the handling and reporting of revenue is in compliance with financial policies, practices, and regulatory commitments.

Ensures a consistent quality service approach within the work area to ensure the highest level of client satisfaction as well as promote opportunities and alignment with other service channels such as the web, call centre, other departments, governments, agencies and/or stakeholders.

Ensures quality and efficient customer service by reviewing and responding to customer comments on service delivery and monitoring complaints and feedback from key stakeholders.

Responsible for the co-ordination, preparation and monitoring of annual budget for area of responsibility; as well as develops strategies to address unplanned budget pressures.

Develops an annual operational work plan for the unit ensuring alignment with divisional objectives as well as identifies and implements opportunities for improvement.

Develops, recommends and interprets policies and procedures related to unit as well as monitor and address software and process requirements, changes and/or challenges.

Develops and evaluates staff compliment and schedules, work processes, technological efficiencies and standards to ensure consistent and effective service delivery (for new and existing services).

Reviews and updates information, processes and procedures regularly to ensure that the information and tools needed by staff and citizens are available, timely and accurate.

Track and report on performance of revenues, volume, transactions, utilization rates, etc. as part of the monitoring of the targets and goals of the unit.

Responsible for the recruitment, supervision, evaluation and discipline of staff as well as completes performance appraisals.

Responsible for the monitoring of attendance. Leads level 1 and 2 ASP meetings. Continues to provide support at level 2 and 3 ASP meetings.

Develops on-the-job training programs, procedures and protocols to support the consistent and effective delivery of service.

Coaches and mentors staff through support and guidance for staff development as required. Identifies and coordinates appropriate staff training.

Makes effective recommendations for termination of employment.

Respond to complaints and enquiries in a timely and professional manner by investigating, evaluating and implementing solutions and prepares reports to management, departments, governments, and/or members of Council.

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

Approves the purchase of materials and supplies (inventory) within budget guidelines and within the approved authorized limits.

Liaise with vendors, suppliers, other organizations and municipalities in supporting service delivery.

Represents respective areas in labour relations issues including leading labour management meetings, and oversees support for Collective Agreements and manages step 1 grievance settlements. Continues to provide support at level 2 and above grievances.

Establishes and maintains an effective network of communication between staff, departments and various stakeholders.

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 as well as AODA and Inclusion and Equity.

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

## **QUALIFICATIONS**

1. Progressively responsible experience in customer service and administration at the Supervisory level normally acquired through a Bachelor's degree from an accredited college or university in business administration, accounting, operations management or a combination of education and related extensive work experience.
2. Demonstrated knowledge and proven experience in scheduling and managing a multi-functioning counter customer service team.
3. Demonstrated knowledge and experience in accounting principles and practices, budgeting as well as the ability to identify transaction requirements across financial platforms.
4. Robust understanding of the service delivery process, scheduling practices, compliance reporting, inventory control, statistical analysis, POS system management, promotions, continuous improvement principles and performance reporting.

5. Demonstrated strong supervisory, coaching, leadership and team building skills. Along with the ability to teach and train staff in service quality processes and procedures as well as demonstrated supervisory experience in managing a team within a unionized environment.
6. Ability to work in an automated environment, with working knowledge of Word, Excel, PowerPoint, Outlook, PeopleSoft, other equivalent software (Vailtech, CLASS, Hansen, Amanda) and/or other POS equipment as may be required.
7. Competent administrative, reporting and budgeting ability. Experience in cash handling protocols and processes, reconciliation, forecasting, as well as transaction and balancing controls (inclusive of verification).
8. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment
9. 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 unit.
10. Needs to be creative in problem solving and diplomatic with groups, organizations and the public where it is important to maintain good will.
11. A team leader and mentor possessing highly developed negotiation and conflict resolution skills.
12. Must possess excellent interpersonal skills with an emphasis on customer service in a diverse community. Strong public relations skills and the ability to interact and communicate effectively at all organizational levels.
13. Standard First Aid with CPR-C certification (an asset).
14. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
15. Flexible availability with early morning, evening, weekend and holiday work may be required.
16. Ability to successfully participate with any internal auditing that may be conducted.
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.**

\*\*\*\*\*