

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATERDIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH - LOCATION - 330 WENTWORTH ST. N.)

CUSTOMER SERVICE REPRESENTATIVE – WATER & WASTEWATER CUPE 5167
(PERIODIC POST)

SUMMARY OF DUTIES

Reporting to the Supervisor, Customer Service & Dispatch, performs duties associated with the operations of the Water and Wastewater Customer Service Section, by responding to customer services enquiries for Water Distribution and Wastewater Collection Sections.

GENERAL DUTIES

Receive, assess and respond to customer service enquiry line for Water Distribution and Wastewater Collection Sections.

Record customer service requests in computerized Inventory Management System.

Schedule appointments for investigators for customer service requests and water meter maintenance work orders.

Dispatch in a timely manner, emergency and priority service requests to field employees such as Investigators and District Supervisors.

Receive, answer and schedule locate requests from homeowners, contractors and utilities on emergency, priority and regular work.

Receive, answer and create emergency Spills Reports for dispatch to EEO.

Maintain and update manual files including inspections, permits and plant maintenance reports.

Maintain water on/off list and notify Fire Department of all updates.

Create and process reports from Inventory Management System for customer service and work orders.

Receive laboratory test results, distribute information and schedule follow up investigation as required.

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

Work 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.

QUALIFICATIONS

1. Demonstrated experience in a customer service capacity. Ability to perform with confidence and possess good conflict resolution skills.
2. Previous demonstrated experience dispatching emergency and/or priority services to field employees.
3. Demonstrated experience with data entry. Ability to input data accurately at an acceptable speed.

JOB DESCR ID 2103

4. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public with an emphasis on customer service.
5. Ability to communicate and relate to the public, elected officials and staff. Must possess good verbal and written communications skills.
6. Excellent knowledge of computer applications in a Windows environment, working knowledge of Windows 95, Microsoft Word, Excel and Outlook.