

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT (WASTE MANAGEMENT – WASTE COLLECTIONS – 1579 BURLINGTON ST E)

#### CUSTOMER SERVICE & ENFORCEMENT DATA CLERK - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Supervisor of Waste Collections Customer Service and Enforcement, performs duties associated with Waste Management Customer Service and Enforcement by receiving, investigating and resolving customer inquiries and complaints. Provides administrative and clerical support to facilitate the efficient operations of Waste Collections.

#### GENERAL DUTIES

Receives, records and responds to inquiries from the general public, all levels of management, elected officials, other departments, outside agencies, other levels of government and contractors into Hansen Database.

Provides courteous, accurate and timely responses to requests for information regarding the various Waste programs, operations and procedures. Refers escalated inquiries, requests, complaints and concerns to appropriate supervisor/manager for follow up.

Monitors and follows-up on customer inquiries including, but not limited to, missed bulk or garbage pick up, leaf and yard waste program.

Operate two-way radios for real-time reception and transmission of critical information, maintaining clear and concise communication with team members, promptly responding to inquiries, and monitoring incoming messages on radio channels.

Coordinate resources and communicate important information via radio, email, phone and in person, collaborating with various departments and external agencies to ensure swift and organized actions related to Waste Collections operations.

Provides suitable resolutions to issues in accordance with governing by-laws and departmental policies.

Schedules and co-ordinates bulk pick-up requests in Hansen system, ensuring electronic file data is accurate and forwarded in timely fashion to Waste Collections.

Collaborates with internal staff to allocate and distribute delivery requests.

Distributes information, notices and letters to the general public, all levels of management, elected officials, other departments, outside agencies, other levels of government and contractors.

Prepares outgoing mail, including Registered Mail and makes arrangements with courier for pick up and delivery. Checks status of Registered Mail by way of the Internet.

Maintains accurate records management systems including opening, closing and filing departmental correspondence files.

Compiles and prepares statistics such as Hansen Customer Caller Log and generates statistical reports as required.

Coordinates, compiles and prepares by-law enforcement fees for service documentation and forwards to the taxation department for processing.

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Maintains and updates manuals and lists such as Hansen and telephone lists.

Maintains confidentiality of customer information and other records with a high degree of integrity and respect for privacy.

Creates templates, forms and Excel spreadsheets and word processes letters.

Provides administrative and clerical support to the program staff as required.

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 experience in an office environment, normally acquired through a combination of education and relevant work experience.
2. Demonstrated experience in a customer service capacity. Ability to perform with confidence and possess good conflict resolution skills.
3. Previous experience dealing with public and associated departments and staff. Must possess good verbal and written communications skills.
4. Excellent interpersonal skills demonstrated tact and professionalism in dealing with customers and team members.
5. Excellent knowledge of computer applications in a Windows environment, Microsoft Word, Excel, Outlook, Hansen, GIS, Vailtech and Amanda.
6. Ability to input data accurately at an acceptable speed.
7. Must possess initiative and good judgement. Must be able to work both independently and as part of a team. Ability to function well in a high pressure and fast paced environment is a requirement of this position. Must be able to work fluctuating hours to meet the core business hours of the City as well as the operating hours of the waste collection programs.

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

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