

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(WASTE MANAGEMENT DIVISION – WASTE COLLECTION SECTION– 1579 BURLINGTON STREET EAST)

CUSTOMER SERVICE COORDINATOR - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Customer Service Waste Collections, the Customer Service Coordinator provides front-line field and escalated customer support for city and contracted waste collection forces, monitors collection activities for quality and performance and provides liaison between the public and waste collectors regarding collection service issues.

GENERAL DUTIES

Maintains liaison with general public to minimize and resolve conflicts arising from garbage, recycling, green cart, yard waste and other collection services, and with collection service providers and internal departments.

Ensures that public complaints are resolved in timely fashion, and that public feedback is considered in the planning process.

Directs distribution of notices to property owners concerning collection service requirements or changes, etc.

Facilitates the provision of diversion containers to eligible collection properties.

Maintains database records including property servicing details, complaint logs, contractor and internal performance records.

Monitors waste collection service, quality, timeliness, safety procedures and interaction with members of the public against collection service expectations.

Maintains regular communication with the Superintendent and Supervisors of Waste Collections, Project Manager of Contract Operations, and other sections within Public Works for the effective administration of all curbside waste collection services.

Assists in the coordination of waste collection services for new housing developments or route additions, including education of property owners and representatives on servicing requirements based on Hamilton's Solid Waste Management By-law and associated policies and standards.

Escalates reports of contractor and internal collection force non-compliance with policy and procedure requirements including Occupational Health and Safety regulations to Supervisor of Customer Service and Enforcement.

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.

Provides administrative and clerical support to program staff as required.

Prepares outgoing mail, and makes arrangements with courier for pickup and delivery

Review, input and assign complaints from the public, other departments, supervisory staff and outside agencies/individuals for the appropriate staff member to action.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Experience in a computerized environment. Intermediate knowledge of the Microsoft suite of software (Outlook, Word and Excel). Experience using Hansen, GISNet, Amanda and Vailtech is preferred.
2. Previous experience in the Waste Management or Waste Collection field normally acquired by a combination of education and relevant work experience.
3. Experience in field techniques and public liaison/customer service in both an office and on the road type of setting.
4. Well developed interpersonal, verbal and written communication skills are required.
5. Knowledge of application of operating standards and waste collection procedures.
6. Knowledge of Corporate policies and procedures including OH&S.
7. Knowledge of applicable standards, specifications and regulations.
8. Ability to organize and prioritize multiple tasks/assignments in order to meet deadlines.
9. Ability to quickly assess and provide direction on a wide range of related issues/problems brought forward by supervisors and co-workers.
10. Ability to work both independently and closely with other team members in a fast paced environment. Excellent conflict resolution skills are required.
12. Must be able to work fluctuating hours in coordination with core business hours while supporting the operating program. Must possess a valid Class "G" Driver's License, with a clean abstract. Daily travel is required.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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