

CITY OF HAMILTON**PUBLIC WORKS DEPARTMENT****(TRANSIT DIVISION – CUSTOMER EXPERIENCE AND INNOVATION (CXI)– LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)****TRANSIT CUSTOMER CARE REPRESENTATIVE – CUSTOMER EXPERIENCE AND INNOVATION (CXI) – ATU 107****SUMMARY OF DUTIES**

Reporting to the Supervisor, the Customer Care Representative is responsible for delivering exceptional customer service by providing information and orientation to applicants and existing customers regarding specialized and conventional Transit programs, policies and services. This position is also responsible for initiating and maintaining customer records; receiving and responding to customer contacts; assisting with education / customer outreach with various audiences; interacting with customers to gather and record feedback using provided templates.

GENERAL DUTIES

Provides information and general orientation to program applicants and existing customers using various methods of communications (e.g. telephone, email, fax and in person) regarding Transit programs, policies and services.

Provides courteous, accurate and timely responses to requests for general information regarding Transit functions, operations and procedures.

Performs preliminary review of forms and supporting documents to assure all pertinent information has been submitted.

Operates digital photographic equipment, databases, and software associated with registration of passengers.

Creates custom reports by combining information from various sources to meet requirements for the division.

Receives and records contacts from the general public, all levels of management, elected officials, other departments, external agencies, other levels of government and contractors into the appropriate database system

Investigates and provides information to resolve contacts (customer feedback); utilize manual and electronic sources to access and provide information.

Assists with CXI education campaigns and customer outreach projects in the community (including representing HSR at information fairs and other educational events), that target a wide variety of audiences such as students, seniors, youth, persons with disabilities, and newcomers. Examples include providing information to current and potential customers, answering questions about HSR service, demonstrating trip planning tools, etc.

Assists with CXI customer research including customer surveys (e.g.: telephone or in-person), and field research by following a research guide, and recording responses according to researcher instructions.

Interacts with customers to gather and record feedback on HSR or ATS services using provided templates.

Supports the Supervisor as requested with on-the-job training to new and temporary employees, volunteers, in established section services, procedures and practices, and department policies and procedures.

Performs other duties as assigned which are directly related to the major responsibilities of the job, including supporting other customer care work units within Transit as required.

QUALIFICATIONS

1. Demonstrated experience in a customer service capacity, normally acquired through a combination of education and relevant work experience.
2. Experience in and/or knowledge of accessibility and transit is an asset.
3. Excellent customer service skills with a demonstrated ability to display tact and professionalism in dealing with applicants, passengers, supervisors, peers and elected officials.
4. Understanding of provincial and federal legislation governing privacy, consent, and personal information.
5. Strong empathy for, and understanding of the needs of, persons with disabilities, youth, newcomers, and older adults.
6. Effective verbal, listening and written communication skills are essential and ability to work with data and figures.
7. Demonstrated experience in a computerized work environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software. Able to input, retrieve and manipulate data. Able to create reports by bringing information together from various sources. Knowledge of Trapeze software would be considered an asset.
8. Capable of assessing and taking appropriate action on changing priorities within the workplace.

NOTES:

1. Occasionally, must be physically capable of lifting up to 25 lbs without assistance. Ability to lift large and heavy items, load and unload items for outreach events.
2. Must be able to work outside of normal hours including evenings and weekends as required/depending on the outreach circumstances.
3. This position(s) may require the incumbent(s) to use their personal vehicle(s) for City business. Parking will only be provided in accordance with the City policy in force at this time.
4. Must possess and maintain a Class "G" Driver's License valid in the Province of Ontario.

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