

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (TRANSIT DIVISION – TRANSIT CUSTOMER EXPERIENCE & INNOVATION SECTION – LOCATION – MOUNTAIN TRANSIT CENTRE)

SUPERVISOR, CUSTOMER CARE

SUMMARY OF DUTIES

Reporting to the Manager, Transit Customer Experience & Innovation, the Supervisor, Customer Care is responsible for the direct daily supervision of customer care staff. Additionally the Supervisor oversees product and service sales, the tracking and reconciliation of revenue, the development and refinement of business processes as they relate to the customer experience business office, ensuring quality customer service to internal and external customers and adhering to statistical and financial reporting deadlines as required by corporate policies and provincial legislation.

GENERAL DUTIES

Provides day to day supervision to customer care staff which includes recruitment, scheduling, deployment, attendance, and performance management.

Responds to complaints and enquiries in a timely and professional manner by investigating, evaluating and implementing solutions while employing tact, empathy and professionalism in dealing with customers in a diverse environment.

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.

Actively participates in problem resolution for service delivery to meet customer requirements and/or solve customer problems.

Develops and implements internal financial system support related procedures and control policies. Ensures internal controls and system standards and policies are maintained and that audit requirements are met. Assesses control procedures associated with each financial system supporting Transit operations; develops and implements improvements as appropriate.

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

Responsible for the performance management of customer care staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and confidential matters.

Monitors and evaluates employee performance and provides support and coaching for staff development.

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

Provides input on the development and evolutions of performance standards ensuring identified outcomes are met.

Develops, recommends and implements performance standards, policies and procedures related to customer service and business processes in the customer experience business office, which promote efficiency and a quality service approach to ensure the highest level of customer satisfaction.

Prepares reports and presentations on activities and results relating to the customer experience business office functions; processes customer experience revenues ensuring balancing and reconciliation with deposits; meets scheduled financial reporting deadlines as set out by corporate policies and provincial legislation.

Works closely with Transit operations, maintenance, planning, and support services supervisors and staff, ensuring a seamless process for customers, including financial and administrative support matters.

Works closely with corporate finance staff to ensure accuracy of monthly transactions.

Liaises with internal and external technical resources to ensure customer experience database software is optimized and functional.

Co-ordinates and prepares reports for City Council related to the functions of the customer experience business office.

Participates in the development and implementation of recommended strategies related to the education and promotion of the City's Transit services and actively works with other customer experience staff who are responsible for promoting Transit programs and services.

Co-ordinates necessary staff training ensuring compliance to relevant City policy and legislative requirements.

Works in accordance with and ensures that customer experience staff 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 as well as AODA.

Performs other duties as assigned which are directly related to the responsibilities of the position i.e. research, project coordination, etc.

QUALIFICATIONS

1. Thorough understanding of "best practices" in administrative and customer service support normally acquired by the completion of a University degree or Community college diploma in Business Administration or related discipline and/or a combination of academic education and progressive experience in one of these fields.
2. Demonstrated knowledge and experience of accounting, budget and related financial procedures as they relate to the theories and practices of a revenue generating business office.
3. Specialized training/education in supervisory practices and/or experience in a supervisory role in an administrative or similar office environment with demonstrated experience managing a unionized staff in a fast-paced, deadline-driven, customer service environment.
4. Must possess and demonstrate key supervisory attributes including effective leadership, coaching, team building, interpersonal, communication, presentation, confidentiality, organizational, project management, conflict resolution and time management skills as well as a commitment to promote and support team accomplishments within the customer experience business office and the broader Transit Division.
5. Excellent knowledge of Microsoft Office programs (Microsoft Outlook, Word, Excel, PowerPoint). Knowledge of Trapeze and Streets software would be considered an asset. Must have an intermediate knowledge of and experience with Excel, sufficient to manipulate data and create basic financial reports in presentation format using Excel functionality such as sorting and formatting.
6. Thorough understanding of corporate policies, collective agreements, grievance procedures, mediation, attendance support and management, performance management, and dispute resolution.
7. Excellent verbal and written communication skills, including the ability to make formal training and program

performance presentations.

8. Effective interpersonal skills, especially with customers that may be under considerable stress. Ability to mediate conflict amongst a diverse range of interests and opinions.
9. Previous experience, or an understanding of a transit business office, would be an asset.
10. Extensive experience with performance management of multidisciplinary staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and confidential matters.
11. The ability to work flexible hours to meet operational needs.
12. Valid Class G drivers license and access to a personal vehicle are required for use on the job.

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