Position: Customer Service Representative

Status: Permanent Full Time

Employee Group: CUPE Local 4700

Salary: $19.25 to $24.08 per hour

Division: Health and Social Services

Department: Quality, Planning, Accountability and Performance

Reports To: Director, Quality, Planning, Accountability and Performance

Location: Dunnville

Posting Period: May 31, 2019 – June 7, 2019

How to Apply:

Follow the link below for the application process:

https://workable.com/j/20CCBD1E2E

Scope of Position:

To act as customer service representative, greet and direct customers while providing a wide range of information and services in response to customer needs.

Position Description:

- To act as customer service representative, greet and direct customers in a prompt, professional and service oriented manner, complying with County standards for customer service.

- Act as primary receptionist for Public Health, Social Services and Housing programs, by greeting incoming clients/members of the public, operating the
department phone system, responding to inquiries, taking messages and transferring calls.

- Work with the IT Division staff to update employee’s names and extensions for the phone system.

- Provide a wide range of information and services in response to customer inquiries.

- Provide customer service support to Social Services clients, through the scheduling and viewing of appointments on standardized software (SAMS) and by assisting them with the computers in the reception area.

- Utilizing standardized software (SAMS) verify and process overpayments, in consultation with Social Services employees.

- Process incoming and outgoing mail (Canada Post, corporate and commercial courier).

- Accept incoming payments from the general public for Public Health, Social Services and Housing and GIS and process the payments as per corporate standard.

- Distribute vaccines to nurses from physicians’ offices, ensuring that they are housed appropriately for transportation.

- Assist with the Needle Exchange Program by distributing needle supplies, ensuring the paperwork is completed properly, and collecting returned sharps containers from clients.

- Receive incoming shipments/supplies

- Maintain the fax machine, receive faxes on behalf of Public Health, Social Services and Housing

- Ensure the reception area is tidy and stocked with updated information pamphlets

- Participate in division team meetings providing input into clerical and organizational matters where applicable

- Perform other duties as assigned

**Knowledge & Skill:**

- Grade 12 plus an additional one year program/certificate in administrative/business/accounting studies.

- 6 months, up to one year experience in customer service field.
Skills and Abilities:

- Good broad-based knowledge of municipal operations and services.
- Proven customer service, public relations and interpersonal skills.
- Ability to deal with sensitive and confidential information/situations.
- Understanding and sensitivity when interacting with vulnerable people.
- Excellent time management, and organizational skills.
- Excellent oral communication skills.
- Valid Ontario driver’s license and access to a reliable vehicle.
- Must be aware of safe work practices as they relate to job responsibilities and work environment, and have the basic understanding of the Occupational Health and Safety Act.
- Computer expertise in corporate standard software (Microsoft Office), department specific software to data search and create and modify word processed documents and the cash receipt system.

The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education.

Thank you for your interest in this position. Only those to be interviewed will be contacted.