

JOIN OUR TEAM!



THE ROLE

Customer Service Representative

This is a permanent part-time role at the County. The hourly compensation range for this role is \$23.384 - \$27.070.

THE OPPORTUNITY

Your exceptional customer service skills will be an asset as you assist internal and external customers in person, over the phone, and through email. As the first point-of-contact for Haldimand County, you are the face of the organization. Whether you are providing information or processing a payment, you have the ability to influence public perception and showcase our willingness to help. The ability to multi-task is essential as you will manage multiple tasks with competing priorities. Balancing tills, handling petty cash, and data-entry are involved in your day-to-day, so attention to detail is a must. Your computer skills will be put to use as you navigate our internal database to find information, enter payments into our software, and assist customers with our online portals.

THE PERKS

- EFAP Program
- 35 Hour Work Week
- Unionized
- Wellness Programs
- Safe & friendly Work Culture
- Career Growth
- Defined Benefit Pension
- Perks & Discounts



- Grade 11 plus vocational programme of up to 1 year or Grade 12 graduation



- Minimum 3 years of current related experience
- Preferably in a municipal setting



- Interpersonal Communication
- Emotional Intelligence
- Diversity & Cultural Intelligence

THE COUNTY

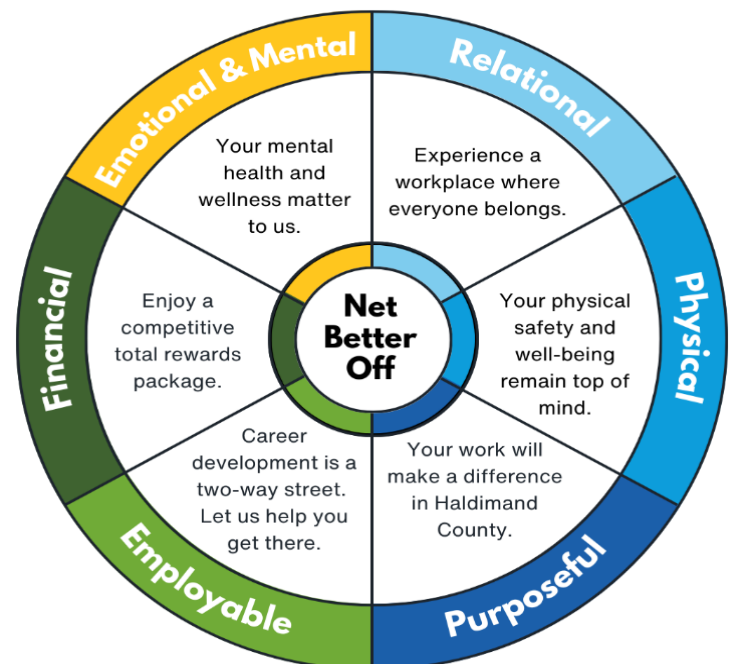
Haldimand County is a single-tier municipality with a dedicated team of professionals committed to delivering exceptional services to our citizens. With a focus on excellence, our county stands as an outstanding place to work and live. By joining our dynamic team, you open the door to a rewarding career where we prioritize the health and wellness of our employees, their families, and the communities we serve.

At Haldimand County, we believe in the Net Better Off philosophy. This means we're passionate about helping our staff thrive and advance in an inclusive environment.

THE NEXT STEPS

If this sounds like you, please submit your application online at www.haldimandcounty.ca/careers.

This posting closes on **January 25, 2024 at 4:30 p.m.** Visit our careers page for more opportunities.



JOB DESCRIPTION

Customer Service Representative, Customer Experience and Communication

POSTING #: CUPE-2024-02 POSTING PERIOD: January 11-25, 2024	Employer Group: CUPE Local 4700 Reporting To: Manager, Customer Experience & Communication
Grade: 5 Wage Range Hourly: \$23.384 - \$27.070	Position Status: Permanent Part-Time Hours Worked Per Week: Up to 24 Location: Haldimand County Administration Building

CORE COMPETENCIES:

Interpersonal Communication | Emotional Intelligence | Diversity & Cultural Intelligence | Self- Direction

POSITION SUMMARY:

This role will work from the Haldimand County administration building, providing front line customer services to the public through various channels of customer service including telephone, mail, email and in person. They will provide internal customer service for corporate functions on behalf of all divisions. Lastly, the role will undertake various tasks that ensure efficient service to County staff located at that specific location.

QUALIFICATIONS, KNOWLEDGE & SKILLS

Education

- Grade 11 plus an additional vocational programme of up to one year, or Grade 12 graduation (with emphasis on courses relative to area of responsibility for example, business, accounting, mathematics), or equivalent.

Experience

- Over 3 years up to and including 4 years of current related work experience.
- Special consideration will be given to applicants:
 - Work experience in a municipal setting.
 - Orientation, training and adjustment on the job itself.

Knowledge/Skills

- Good broad-based knowledge of municipal operations and services
- Proven customer service, public relations and interpersonal skills.
- A valid Ontario Driver's License and access to a reliable vehicle
- Excellent verbal and written communication skills with the ability to give, obtain, seek clarification, and/or exchange routine information.
- Demonstrated initiative, and ability to make decisions involving routine tasks, within established procedures.
- Demonstrated ability to work independently referring only major problems to supervisor/ managers.
- Demonstrated ability to exercise significant discretion and sensitivity involving regular work with confidential information.
- Proven ability to handle/process cash, valuables and/ or issue receipts.
- Demonstrated analytical and problem solving skills involving occasional ingenuity, and minor refinement of procedures when necessary.
- Demonstrated capability to provide orientation or technical guidance, as needed.
- Organizational skills with conscientiousness, to avoid errors and ability to meet deadlines.

- Excellent interpersonal skills including the ability to work effectively in a team environment and guide interdisciplinary team- based discussion to increase staff morale, team building and team spirit.
- Technology Aptitude
 - Demonstrated intermediate computer skills to utilize various technological devices and programs while adhering to cybersecurity and best practices are followed.
 - Intermediate knowledge of MS Office (Word, Excel, Outlook, PowerPoint)
 - Proven ability to use desktop or department / division specific software packages on their own or combine information from different software packages to get the desired result
 - Solid understanding of the software to enable the incumbent to know the best tool to do the job efficiently.
 - Knowledge to utilize software to develop quality reports, professional looking presentations, publications and/or to develop complex spreadsheets for analysis or presentation of data (including use of formulae)

RESPONSIBILITIES

The incumbent is expected to but not limited to:

Money/Asset

- Perform all procedures relating to cash functions, including handling, processing, balancing, data input and banking of monies / payments received.
- Accept and process registrations/payments for programs, memberships, facility scheduling, rentals and referrals.
- Accept and process payments of various fees, property taxes and receivables.

Functional

- Customer Service
 - Act as customer solutions and service provider by delivering a wide range of information and referrals in response to verbal or written customer inquiries via phone, email or in person. The CSR will deal with various queries and topics involving all County departments.
- Administrative Duties
 - Process incoming and outgoing mail.
 - Accept incoming deliveries on behalf of other departments.
 - Assist with the issuance of signage (i.e. 911 address signs).
 - Input and audit timesheet data, ensuring information is accurate.
 - Input customer and statistical information into various County systems for tracking, follow up and quality control purposes.
 - Perform back up support to other municipal clerical support functions, as required.
 - Each Customer Service Representative may be accountable for a specific Division function, such as maintenance of administrative manuals and/or database(s), corporate orders and/or invoicing, or other activities, as assigned.
 - Prepare bank deposits for other municipal division revenues such as, but not limited to, pools and arenas.
- Licensing
 - Assist with issuance of permits, certificates, licenses and application forms on behalf of County divisions.
 - Issue marriage licenses and act as Commissioner of Oath for commissioning documents, once formally appointed.

Demonstrate commitment to the Haldimand County code of conduct

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the job.

POSITION REQUIREMENT(S):

A current (within the past 6 months) Police Check	OPP LE 219 or Equivalent
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Haldimand County envisions all County staff to possess a high degree of Ethical Behaviour & Professionalism, Political Acumen, Relationship Management, Credibility, Flexibility & Adaptability, Empathy & Compassion, Entrepreneurship, and Customer Service.

Haldimand County is an equal-opportunity employer who strives for inclusivity and belonging for all. Accommodation is available at any stage of the hiring process to applicants with differing abilities. If you require accommodation at any stage of the hiring process, please contact us at hrhelpdesk@HaldimandCounty.on.ca.

County employees who are interested in applying for this position must complete the EMPLOYEE APPLICATION FORM via County's Intranet - FuNK and submit online with a resume and cover letter by 4:30 PM on the last day of this posting.

We thank you for your interest in working for Haldimand County. Only candidates selected for an interview will be contacted.