
JOB DESCRIPTION

<u>JOB TITLE:</u>	SERVICE REPRESENTATIVE	<u>SCHEDULE:</u>	B
<u>DIVISION:</u>	SERVICE CENTRE	<u>PAYGRADE:</u>	6
<u>DEPARTMENT:</u>	ADMINISTRATIVE SERVICES		

JOB SUMMARY:

As a member of the Service Centre team, located in the City's Call and Service Centre, the Service Representative is the first point of contact for most general phone, e-mail, Internet and in person inquiries and payments. The aim is to provide a convenient and efficient service for accessing municipal information and conducting routine transactions.

The Service Representative requires knowledge of a wide variety of City services and programs, the ability to serve customers independently, and the ability to determine when they should be referred. Communication and computer skills are essential for success. Representatives are members of a dynamic team whose focus is on the customer.

He/she may be required to work different shifts. Representatives work with a keyboard and mouse for the duration of all shifts, and with a headset as well when working in the Call Centre. Representatives deal with a variety of customers. Performs related duties.

MAJOR RESPONSIBILITIES:

Under general supervision of the Manager, Service Centre:

Provides support to the division by:

- directly responding to routine inquiries by means such as phone, e-mail or in person; liaising with other divisions to respond to non-routine inquiries; as required, referring technical or complex inquiries to other divisions;
- recording complaints, suggestions, compliments, and requests for service and forwards to other divisions for appropriate action;
- completing and/or reviewing forms and documents and calculating payments related to registrations, applications, permits, and other customer service requests;
- reviewing and assisting with the completion of various applications and other documents submitted by the general public;
- reviewing applications for completeness before passing application to appropriate area;
- receiving cash, cheques, and other forms of payment for accounts such as taxes, utilities, permits, licenses, fines, program registrations, and facility invoices;
- entering and retrieving information from databases, such as Frequently Asked Questions;
- receiving and relaying information to employees by radio or other means, in response to alarm requests; and contacting other divisions or agencies as required;

- receiving service calls for various operational areas and relaying information to foreman and management staff;
- providing information to the public during civic emergencies as required;
- collecting and tabulating information surveys as required;
- collecting and processing of external and internal mail; and
- performing other related duties as required.

QUALIFICATIONS:

Education: High school graduation plus completion of at least one course in business taken from a publicly accredited post-secondary institution recognized in the BC Transfer Guide.

Experience: Minimum of two (2) years relevant experience in a comparable service environment. Organizations with comparable service challenges may include banks, airlines, hotels, social service organizations, other municipalities and government agencies. Incoming call centre experience or training an asset. Seminars and/or courses pertaining to customer service, interpersonal relations, conflict resolution and communications an asset.

Knowledge and Skills: Considerable knowledge of administrative practices and accounting principles. Thorough knowledge of call centre operation and cash procedure. Thorough knowledge of a wide variety of City services and programs. Exceptional ability to self motivate and to function with minimum direction and supervision. Excellent interpersonal skills to build and maintain cooperative working relationships with other City employees. Ability to work within, and contribute to a proactive team environment. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Ability to work discreetly with confidential information. Demonstrated commitment to quality and customer service. The ability to openly and respectfully communicate in a way that promotes understanding in both verbal and written forms. The ability to handle a large workload and effectively meet deadlines. Ability to make accurate numerical calculations with speed, accuracy and to control and balance various records and summaries. Ability to complete and/or review detailed forms and documents and calculate payments quickly and accurately. Ability to effectively respond to a high volume of inquiries and handle multiple tasks. Ability to work independently and adapt to change. Ability to build and maintain positive, cooperative working relationships. Excellent interpersonal, conflict resolution and communication skills. Demonstrated attention to detail. Demonstrated judgment and problem solving abilities. Considerable skill with software in a Windows environment, word processing and spreadsheets packages, as well as specialized software programs related to the work. Ability to speak another language an asset. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's license: Yes. Valid Class 5.

Vehicle Usage: As per City Transportation Program.

Police Information Check: Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offenses related to the position.

Prepared by: SCTF
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