



With an engaged population of over 202,000 residents located within York Region in southern Ontario, Richmond Hill is a diverse community that is committed to providing an exceptional quality of life for its residents. Richmond Hill is an equal opportunity employer committed to attracting, retaining and developing a winning team where Council and staff are committed to providing exceptional public service to our community. Visit RichmondHill.ca to learn more about the place "Where people come together to build our community."

MANAGER, ACCESS RICHMOND HILL
Office of the Chief Administrative Officer

Reporting to the Director, Communication Services, the Manager of Access Richmond Hill (ARH) leads and manages the provision of services, on behalf of the Town's departments through the ARH contact centre. You will integrate the delivery of services through various channels and ensure that corporate service standards are achieved. You are responsible for overseeing a team of approximately 12 people, and for building and maintaining strong partnerships with Town departments to ensure service requests are addressed in an effective, accurate and timely manner. You will:

- develop partnerships with divisions to establish and update Service Level Agreements including business process mapping, customer service standards and key performance indicators work closely with staff, Town departments and others to implement ARH review recommendations
- develop and implement a communication and marketing strategy
- report ARH achievements to Council, the Executive Leadership Team and departments
- maintain and implement standard operating procedures to actively facilitate and support change
- hire, evaluate and develop staff; conduct performance reviews; coach and identify training needs
- implement a contact centre training and development program
- recognize employee achievements, foster effective teamwork, encourage employee engagement and promote a culture of service excellence
- address complex customer complaints or escalated enquiries as required; liaise with the contact centre coordinator, other department supervisors, team leaders and third parties to resolve issues
- record statistics, analyze data to identify trends, changes in channel preferences, prepare reports and recommendations
- maintain current knowledge of industry developments and liaise with industry networks
- develop and implement a quality assurance system, including call monitoring and service evaluation strategies, prepare and conduct satisfaction surveys, prepare reports and recommendations
- forecast, implement and monitor the annual budget
- improve performance and source new equipment and software services to enable this
- undertake special projects as required.

QUALIFICATIONS:

- Your University degree in Business, Marketing or Administration is complemented by a minimum of 7 years of experience at the management level, preferably in a contact centre/customer service centre environment.
 - Experience in the public sector or a municipal government environment is an asset.
 - Advanced knowledge of Contact Centre systems and technology including telephony systems and Customer Relationship Management (CRM) software.
 - Experience with setting performance measurements and negotiating Service Level Agreements.
 - Experience leading, motivating, coaching, team building, managing and developing staff to achieve high levels of performance.
 - Experience procuring goods and services including consulting services and software services.
 - Ability to demonstrate exceptional analytical, strategic thinking and planning skills.
 - Experience in service delivery, employee relations, change management and project management.
 - Exceptional interpersonal, communication (written and verbal) and negotiation skills.
 - Ability to deal with customer complaints with tact and diplomacy while maintaining the interests of the Town.
 - Proficient computer skills including Word, Excel, PowerPoint.
 - You possess a Class G driver's license and use of reliable vehicle for corporate business (approved mileage is compensated). You will be required to provide proof of vehicle insurance upon hire.
 - Ability to work outside regular business hours including evenings and weekend hours as required.
- SALARY: \$96,684. - \$109,821.

CLOSING DATE: Internal applicants: 4:30 p.m., February 2, 2016
External applicants: 4:30 p.m., February 16, 2016

Apply online on our website at: RichmondHill.ca/employment

We thank all candidates for their interest, however, only those under consideration will be contacted. The Town of Richmond Hill is committed to inclusive, barrier-free recruitment and selection processes. If contacted to participate in the recruitment and selection process, please advise Human Resources if you require an accommodation.