



VISION:

A city that inspires

MISSION:

Working together to enhance the quality of life for all residents

VALUES:

Sustainability,
Inclusivity, Innovation,
Accountability,
Excellence,
Bilingualism

CUSTOMER SERVICE REPRESENTATIVE

Finance Services – Revenue Office – Job #C574

CLOSING DATE: NOON – APRIL 5, 2024

JOB SUMMARY:

Customer Service Representatives (CSR'S) are responsible for providing front-line customer service for the City of Moncton through phone, email, and in-person interactions. Using a variety of technologies and systems, CSRs will provide the information our customers are looking for.

Customer Service Representatives must have good written and oral communication skills and strive for first-call resolution for all inquiries, directing customers to other personnel in the corporation only as needed.

This position reports directly to the Deputy Treasurer of Corporate Management Accounting and works collaboratively with a number of other departments who provide services to our community.

APPLYING FOR THIS POSITION:

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at www.moncton.ca/careers. We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit www.moncton.ca/careers for information on the hiring and application process at the City of Moncton.

WORKING AT THE CITY OF MONCTON:

Moncton is a vibrant and culturally rich community. It is the first officially bilingual city in Canada, as well as one of the best places in Canada to do business. Moncton is also known as the economic, sports, tourism and entertainment hub of Atlantic Canada. City of Moncton employees strive to maintain the city's reputation as one of the best places in Canada to live, study, work and play.

This position is a unionized position. The City of Moncton offers an attractive salary and benefits package in accordance to the City Hall Employees Association / PSAC Local 60200 Collective Agreement.

[CHEA Collective Agreement](#)
[City of Moncton Salary and Wage Scale](#)

Any candidate not currently employed with the City of Moncton will need to provide proof of full vaccination against COVID-19, or a valid medical certificate exempting them from the vaccine. For further information on guidelines, please visit <https://www.moncton.ca/covid-19>

EDUCATION:

- High School graduation or GED equivalency.
- Must have completed a two (2) year program with major course work in Business Administration OR formal post-secondary education in another discipline with relative business-related courses

EXPERIENCE:

- Minimum of two (2) years' experience in performing front-line customer service or related duties within or outside the Corporation.
- Must have experience using major computer system, preferably maintenance management or Customer Relationship Management system.
- Cash handling experience is an asset.
- Customer Service Management Software experience would be an asset.

LANGUAGE:

- The ability to function fluently in both official languages (English and French) is a requirement. As per provincial language proficiency standards, functional is determined to be at the Intermediate+ (2+) level or higher.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of best practices in regards to excellence in customer service.
- Strong reasoning and problem-solving skills are essential.
- A Typing speed of sixty (60) w.p.m.
- Possesses knowledge and skills in computer software programs relevant to the position such as: Infor MMS, Info Desktop, Microsoft Office, City View, Oracle, etc.
- Requires a high level of judgment appropriate to applying established practices, policies or procedures to standard work assignments and resolving frequent minor problems.
- Should be willing to upgrade skills as required by changes in the workplace.

CONTACT:

- Work requires frequent internal contacts with employees, community safety officers and managers of City of Moncton departments
- Work also requires the ability to foster clear, open, courteous, and empathetic communications with citizens, both private and corporate, relative to programs, bill payments, permits, licenses, by-laws, and general information relative to the corporation.
- Work requires dealing with disgruntled and dissatisfied customers on a daily basis, with the incumbent being able to maintain composure without putting themselves or the Corporation at risk of loss.
- Establishes effective customer relationships and actively supports the organization.

SUPERVISION:

- This position requires a high level of responsibility, initiative and the ability to work independently with a minimum of supervision as well as the ability to function well in a team environment with excellent customer service skills.

CONDITIONS OF WORK:

- All employees must comply with Council and corporate adopted policies and directives. (e.g. Attendance Management, Respectful Workplace and Health and Safety).
- The employee will be required to work a seven (7) hour day between the hours of 8:00 a.m. and 5:00 p.m., Monday to Friday, under agreeable working conditions in an open office environment. Hours of work may change periodically with a prior notice of the change given one week in advance.
- The work environment is under video surveillance.
- The nature of the working environment is characterized by teamwork collaboration and open communication, having to be innovative and adaptable so as to focus on continuous improvement in the quality, effectiveness and efficiency of the services and business processes.
- The incumbent must be able to work under pressure and time restraints.
- Hours of work as per the CHEA/PSAC Local 60200 Collective Agreement.