



POSITION TITLE: CUSTOMER SERVICE ASSOCIATE

DEPARTMENT: CORPORATE SERVICES, STRATEGY & INNOVATION

REPORTS TO: DEPUTY CLERK

CATEGORY: PERMANENT FULL-TIME CUPE

UPDATED: MARCH 2024

HOURS OF WORK: 35 HOURS/WEEK

RATE OF PAY: \$27.38/HOUR

CLOSING DATE: SUNDAY, APRIL 7, 2024

HOW TO APPLY: LOYALIST TOWNSHIP'S WEBSITE [CAREERS PAGE](#)

POSITION SUMMARY:

This role is an integral part of service delivery to the residents and other customers of Loyalist Township and contributes to the achievement of our Strategic Plan.

The Customer Service Associate (CSA) role models exceptional service by satisfying customer inquiries as the first point of contact whenever possible. The incumbent meets or exceeds customer needs effectively and efficiently with a high degree of professionalism, courtesy and care, every time. This role provides guidance and support when needed to ensure excellence in customer service across Loyalist Township, via all mediums including in person, telephone, email, and website customer inquiries. This role is also responsible for supporting continuous improvement in customer care systems and processes so that we achieve a positive customer service experience every time.

MINIMUM QUALIFICATIONS:

- One-year post-secondary diploma or certificate in Business Administration, Office Administration, Customer Service, or related studies or field(s).
- Two years previous administrative and customer service and handling cash experience with proficiency in point-of-sale terminals and processing electronic payments and cash.
- Required to obtain and maintain satisfactory Criminal Record Check (CPIC).

SKILLS, ABILITIES, AND KNOWLEDGE:

- Service aptitude and attributes demonstrated by the ability to use interpersonal skills like enthusiasm, charisma, empathy, and patience, in every customer interaction.
- Excellent communication skills with a proven ability to be positive, engaging, and articulate.
- Ability to resolve complaints and problems in a professional manner, using courtesy and tact, and effective de-escalation techniques.
- Proficient with Microsoft Office Suite, Adobe, and the ability to adapt quickly to new

software; experience with CityWide Solutions and Vadim is an asset.

- Working knowledge of general office procedures and practices, with proficient keyboarding skills.
- Good organizational and time management skills with a keen eye for detail and accuracy.
- Able to work with minimal supervision and take initiative to assist others and contribute to improving processes.
- Able to maintain confidentiality and handle sensitive information with appropriate care.

DUTIES AND RESPONSIBILITIES:

- Assist customers in securing services, completing bill payment transactions, assisting with concerns and complaints, as well as responding to a broad range of inquiries.
- As the first and main point of contact for the public, the position ensures a positive and welcoming environment and maintains excellent customer service every time, in-person, via telephone, email, and the website.
- Provide specialized information to external and internal customers/users of Township services.
- Address difficult customer service situations with appropriate de-escalation skills and techniques, bringing the matter to Supervisor when necessary.
- Initiate service requests using the appropriate designated software, based on the needs of customers and support the proper functioning of the service request database by creating new service request types and expanding the knowledge base for various functions.
- Maintain the goal of one-point of contact inquiry resolution, referring enquiries seamlessly to other staff and departments, taking steps to ensure service is provided with as few touchpoints as possible.
- Perform processing and recording of payments in accordance with Township policies, and accurately balance cash daily.
- Provide administrative support including but not limited to inputting and maintaining service requests, sorting mail, intranet, and website updates in accordance with the Township's website guidelines and standards, and other Corporate Services administrative functions.
- Respond to enquiries received through general e-mail mailbox.
- Act as a Deputy Division Registrar for Vital Statistics registration including registering deaths and issuing and registering burial permits. Act as a Deputy Issuer of Marriage Licenses under the Marriage Act and perform duties as a Commissioner of Oaths.
- Assistant Lottery Licensing Officer, review applications, issue licenses, receive final reports and prepare quarterly reports to the appropriate regulatory body.
- Assist with Livestock Evaluation application forms and submit them to the appropriate regulatory body and prepare cheque requests for approved claims.
- Assist with the administration of issued parking tickets, dog tag payments, bag tags, etc.
- Provide assistance to the Clerk's Division as required.
- Assist with records management maintenance activities.
- Responsible as an employee for health and safety, including working safely within requirements of legislation and policies, reporting hazards, and maintaining a safe and clean environment.
- Other duties as assigned.

WORKING RELATIONSHIPS:

Internal: Daily communication with Township employees.

External: Daily interaction with Township residents and visitors.

WORKING CONDITIONS:

- Normal office-type environment.
- May be seated for long periods (2-3 hours).

The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.

Loyalist Township values a diverse workforce and looks to attract and retain people who will work together to provide excellent service to our residents, visitors, business partners, and each other. If you are looking for a rewarding opportunity to work with a team of professionals dedicated to promoting the quality of life and prosperity of our community, come join us!

In accordance with the Accessibility for Ontarians with Disabilities Act, Loyalist Township is pleased to accommodate the individual needs of applicants with disabilities within the recruitment and selection process. Please contact the Human Resources team at hr@loyalist.ca or 613-386-7351 ext. 149 if you require accommodation.