

JOB PROFILE

ServiceGuelph– Community and Social Services

Customer Service Representative

The successful candidate will be the face of the City of Guelph and will deliver exceptional centralized customer service for a variety of financial and non-financial services and transactions in an efficient, professional, and accurate manner. They will be responsible for handling customer interactions through a variety of channels including in person, telephone, and e-mail. A strong attention to customer needs, detail, timelines, problem-solving, and financial processes are a must. Your service-oriented approach will be the key to delivering positive customer experiences. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the city that makes a difference

HOURS OF WORK: The regular work week will consist of a minimum of 14 hours; Thursday to Friday, 8:30 a.m. – 4:30 p.m.

DUTIES:

- Perform a variety of financial and non-financial transactions including processing a variety of payments (e.g. parking tickets, transit tickets/passes, licence renewals, and general sales), processing marriage licenses and burial permits, processing registrations and memberships, accepting applications, documents, and forms, and responding to general inquiries.
- Respond to telephone, TTY, e-mail, and website inquiries.
- Create a positive experience for customers by responding to their service needs quickly, professionally, and accurately.
- Take the initiative to promote the City services and programs that meet each customer's individual needs.
- Take ownership of customer concerns and be proactive to ensure a positive resolution for the customer.
- Make qualified assessments and referrals of complex issues to the correct department/division or agency.
- Liaise with other departments and community organizations to ensure up-to-date forms and information.
- Operate and balance a cash drawer.
- Track inquiries/services for statistical reporting purposes.
- Process and sort mail.
- Perform other related duties as assigned.

QUALIFICATIONS:

- Experience related to the duties listed above, normally acquired through the completion of a Grade 12 diploma plus one year post secondary education (e.g. business, accounting, customer service, etc.) and 2-3 years customer service experience. Candidates with an equivalent education and experience may be considered.

- Experience handling high-volume cash transactions (e.g. operating a cash register, security/safeguarding, and balancing)
- Knowledge of a broad range of City services, programs, and initiatives.
- Must have excellent interpersonal, oral, and written communication skills.
- Must have attention to accuracy and timelines.
- Good organization and planning skills and the ability to work in a high pressure, multitasking environment.
- Must have a strong commitment to providing exceptional customer service.
- Ability to adapt to change and to grasp new concepts.
- Excel in a team environment and enjoy sharing knowledge with others.
- Must be an excellent problem solver with a goal of proactively identifying customer concerns and finding quick and positive resolutions.
- Intermediate skills in MS Office (Word and Excel).
- Previous experience with Class, JD Edwards, WAM (formerly Synergen), AMANDA, is an asset.

THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE “CAREERS/JOBS” PAGE FORCURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR