



Job Posting 24-10

Customer Service Representative

The Town of Cobourg is seeking a full-time Customer Service Representative! The Customer Service Representative is the first point of contact for visitors at Victoria Hall.

Reporting to the Manager of the Office of the CAO, the Customer Service Representative achieves an exceptional level of customer service, resolving the majority of client requests, complaints and inquiries. This role is responsible for communicating with employees and other organizational contacts to ensure customer service needs are met and all activities and functions proceed as scheduled.

The primary duties of this position include but are not limited to the following:

- Offer superior front counter service by providing timely and accurate information related to Town of Cobourg programs and services in a customer service oriented environment.
- Provide guidance and support to customers experiencing problems accessing or obtaining information.
- Provide exceptional level of service to clients in person, over the phone or by email, receiving customer feedback, resolving complaints immediately when possible and referring others to appropriate personnel.
- Respond to a high volume of emails and telephone calls while effectively managing in-person inquiries.
- Utilize the Town's Customer Relationship Management system to effectively manage service requests and inquiries.
- Assist with the development of documentation to support customer service delivery throughout the organization.
- Maintain and update databases and worksheets including regular customer service related statistics.
- Process financial transactions for Town services and programs, performing related cash control and reconciliation functions.
- Work with Town employees to ensure programs, special events and rentals are prepared for accordingly including any setup or teardown.
- Responsible for navigating guests through the facility including general supervision of visitors in the lobby areas.
- Escalate visitor complaints or concerns to the appropriate department Manager, as needed.
- Perform administrative duties as required, including processing documents, sending mail and completing general data entry.
- Ensure security, integrity and confidentiality of information at the front desk.
- Assist in preparing public notices or correspondence and Corporate documents as needed.
- Provide administrative support to other Departments as required.
- Other duties as assigned.

WORKING CONDITIONS:

- This position will work 35 hours per week Monday through Friday. However, ability to work beyond normal working hours will be required including evenings and weekends, on occasion.



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EDUCATION/EXPERIENCE/SKILLS:

The successful candidate must possess an Ontario Secondary School Diploma (or equivalent). The position requires a minimum of two (2) years' experience in a customer service focused role. Preference will be given to those with experience in a municipality or public sector.

Experience providing in-person, front counter customer service is required, including responding to inquiries, providing advice and information, and resolving customer issues in a high-volume environment. Knowledge and experience with a Customer Relationship Management system is preferred. Candidates must have a demonstrated ability to handle difficult situations while using customer service tools and tactics to respond appropriately in a professional, respectful and courteous manner. Experience in handling financial transactions is also required.

In addition, the successful candidate will have strong research, analytical, customer service, organization, communication (written and verbal) and project management skills. This role will also require experience with computer programs including Microsoft Office and knowledge of Sharepoint is considered an asset. Candidates are required to work independently with limited supervision and display strong demonstrated organizational and time management skills.

The successful candidate must obtain a Satisfactory Criminal Background Check upon employment. Valid First Aid and CPR are required or be willing to obtain within 60 days of hire.

WAGE:

The wage scale for this position is Grade 3A (\$25.46/hr-\$31.84/hr) as per Schedule B Inside Workers of the Collective Agreement for a Inside Workers.

Interested applicants should forward a PDF copy of their cover letter and resume (one document) in confidence to the attention of the Human Resources Department at humanresources@cobourg.ca no later than **July 19, 2024 at 4:00PM**. Internal closing date for the role is July 5, 2024 at 4:00PM. We thank all applicants however only those selected for an interview will receive a response.

In accordance with the Municipal Freedom of Information and Protection Privacy Act, the information gathered is collected pursuant to the Municipal Act, 2001, as amended. The Town of Cobourg is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.