



POSITION TITLE: OPERATIONS CLERK

DEPARTMENT: COMMUNITY AND CUSTOMER SERVICES

REPORTS TO: DIRECTOR OF COMMUNITY AND CUSTOMER SERVICES

CATEGORY: CUPE – PERMANENT FULL-TIME

UPDATED: MARCH 2024

HOURS OF WORK: 35 HOURS/WEEK

RATE OF PAY: \$30.64/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 incumbent role models exceptional service by satisfying customer enquiries as the first point of contact whenever possible. The Operations Clerk will support operations of the Community and Customer Services department, comprised of four divisions, Public Works, Facilities and Recreation, Public Transportation and Heritage, Culture and Tourism, with demanding day to day work by responding to general enquiries and other administrative tasks.

The position will involve utilizing multiple computer software platforms to assist with the smooth operations of the Community and Customer Services department. The role is dynamic within an ever-changing municipal government environment.

MINIMUM QUALIFICATIONS:

- Two-year post-secondary diploma in business administration, office administration, or related discipline.
- Two years experience as an office administration professional with a customer service focus, experience within the municipal government or similar public sector is preferred.
- Working knowledge of municipal legislation/regulations is an asset.
- Experience dealing with legal documents, accounting spreadsheets, and working within a highly confidential environment, preferred.
- An equivalent combination of education and experience will be considered.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent business administration skills with a sound knowledge of current office management practices

- Excellent written and oral communication skills
- High degree of organizational and time management skills, a keen eye for detail and accuracy.
- ability to prioritize, schedule work projects and manage interruptions to meet deadlines independently, in a fast-paced environment.
- Strong critical thinking skills, with the ability to identify process and system improvement opportunities.
- Self-motivated with the ability to work proactively, with little supervision.
- Attention to detail with high degree of accuracy while managing competing priorities and timelines.
- Ability to resolve complaints and problems in a professional manner, using courtesy and tact, and effective de-escalation techniques.
- Team orientation with an unwavering commitment to helping complete whatever needs to get done to support the services delivered by the Community and Customer Services department.
- Proficient with computer software applications, (Excel, Word, Outlook, etc.) and the ability to adapt quickly to new software; experience with CityWide Solutions, iCity (Vadim) and PerfectMind is an asset.

DUTIES AND RESPONSIBILITIES:

- As one of the main points of contact for the public, provides a positive and friendly level of customer service in-person, via telephone, email, and the website and/or other social media platforms.
- 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.
- Provide accurate and specialized information to external and internal customer/users of a wide variety of Township service issues.
- Address difficult customer service situations with appropriate de-escalation skills and techniques, bringing the matter to the appropriate management staff when necessary.
- Support CCS department with timely customer complaint responses.
- Initiates service requests using CityWide Solutions software, based on the needs of customers.
- Audit the service request system to address service delay issues, duplication, accuracy, and data integrity.
- Maintains and updates databases as required.
- Develop a variety of data generated reports and distribute to appropriate staff for follow up.
- Provide management support in the research and development of various projects across the three divisions.
- Collaborates with others to improve service request system effectiveness and efficiency.
- Work with management to develop and maintain workflow processes.
- Keep standard operating procedures current as continuous improvements are achieved.
- Assist in providing job-specific orientation for new staff.

- Track inquiries and customer provision-related information in a shared database with other customer service associates/administrative professionals.
- Conduct analysis to assess call volumes, identify frequently asked questions, and improve accuracy and currency of information.
- Collaborate with others to improve administrative systems and processes, information sharing strategies, and overall efficiency and effectiveness.
- Leverages technology to find new efficiencies.
- As a member of the broader Loyalist team of administrative and customer service professional, this position provided relief and back-up as required.
- 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.
- As a “super-user”, supports others in the use of computer technology; cloud-based software applications.
- Participate in mandatory training and/or voluntary professional development to stay current in knowledge, skills, and abilities.
- Collaborate as a member of the departmental/divisional team, as well as a member of the broader Loyalist Township team to meet the goals as established by Council.
- Strive to communicate clearly with stakeholders to ensure timely sharing of information occurs.
- Treat others with dignity and respect, ensuring the work environment is inclusive and welcoming.
- Other duties as assigned.

WORKING RELATIONSHIPS:

Internal: Daily communication with Township employees.

External: Daily interaction with Township residents and visitors.

WORKING CONDITIONS:

- Normal office environment working conditions apply.
- May be seated and/or standing for long periods (3-4 hours). Some walking between departments.
- Some exposure to irate, irrational people.
- Some pressure due to workload and competing demands.

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.