

# Supervisor, Customer Service

## City of St. Catharines, Corporate Support Services

**THIS IS A CONTRACT POSITION FOR APPROXIMATELY TWO (2) YEARS**

### **SUMMARY OF DUTIES:**

Reporting to the Corporate Services Manager, this position will involve supervision of customer service staff as well as coordination and oversight of the general operations of the division to ensure that superior customer service is provided on a timely and accurate basis. Developing, monitoring and reporting of customer service performance indicators are key responsibilities of this role. The Supervisor will respond to escalated public inquiries.

### **DUTIES AND RESPONSIBILITIES:**

These set out the principal functions of the position, and shall not be considered as a detailed description of all the work requirements.

- Ensure high quality customer service by leading, motivating and coaching staff.
- Act as a point of contact for escalation when complaints or concerns cannot be resolved and liaising with client departments regarding service issues as required.
- Foster a positive and productive team work environment.
- Oversee day-to-day activities while projecting workload based on regular/ recurring/seasonal program requirements, department activity and historical data.
- Coordinate with Customer Service Representative (CSR) Leader for preparation of schedules.
- Evaluate call, counter and email service provided by CSRs and provide feedback and coaching for individual and team improvement.
- Identify skill, knowledge and behaviour training needs, implement appropriate training for staff as required. Responsible for CSR performance appraisals.
- Oversee and support processes such as cash balancing and deposit preparation.
- Receive and approve requests for vacation, lieu time and absences.
- Assist Manager/Director in hiring, conducting orientation and the continuous training.
- Identify trends and make recommendations as appropriate.
- Continuously evaluate workflow and identify opportunities for improvement. Interact with staff/departments to develop and implement enhancements.
- Ensure business processes are documented and maintained on a regular schedule with the area/department of responsibility.
- Other duties as assigned.

### **POSITION REQUIREMENTS:**

- Completion of a three-year diploma/degree preferably in accounting, business administration, customer service, public administration, or a related field.
- Minimum of three years of experience working in a customer service or finance environment in a supervisory capacity, preferably in a municipal setting and/or multi-channel contact centre.

- Knowledge of all aspects of legislated customer service requirements, including and not limited to AODA compliance, Municipal Act, Assessment Act, Public Utilities Act, etc.
- Experience using technologies such as Customer Relationship Management, Knowledge Base, Telephony ACD, Quality Monitoring and Workforce Management required.
- Completion of Municipal certification (AMCTO, MAP, MAFP, etc.) considered an asset.
- Comfortable using and adapting to various types of technology systems including various CRM modules, Microsoft Office Suite and Avaya ACD.
- Strong working knowledge of municipal taxation, utility and revenue billing, collections, processing and audit control of cash management and related software.
- Ability to work with ledgers, balance cash, reconcile accounts, identify and resolve discrepancies.
- Knowledge of generally accepted accounting principles.
- Demonstrated ability to review business operations and be able to translate the knowledge into concise and accurate operating procedures.
- Superior supervisory and time management skills to be able to work efficiently and professionally with staff and other departments.
- Ability to lead/work with staff and encourage team development in a high transaction based and highly dynamic work environment.
- Proven ability to manage a wide range of challenging customer service situations.
- Previous supervisory experience in a unionized environment an asset.
- Strong aptitude for learning new systems and ability to conduct staff training on systems and procedures.
- Ability to define reporting requirements and apply the information provided by reporting systems.
- Strong leadership and planning skills with the ability to coordinate activities amongst multiple stakeholders.
- Proven interpersonal, customer service and negotiating skills.
- Proven problem-solving skills and aptitude for figures.
- Results oriented with excellent facilitation and conflict resolution skills.
- Ability to work independently with minimal direct supervision.
- A demonstrated commitment to enhancing a safety culture through effective management with the goal of achieving a healthy and safe operation.

**Pay Grade 7** – Minimum \$64,857 annually; Maximum \$81,071 annually

**Expected Work Location:** St. Catharines City Hall

**Hours of Work:** Currently Monday-Friday 8:30am-4:30pm.

**APPLICATION DEADLINE IS 11:59 PM ON TUESDAY, OCTOBER 24, 2017**

Applications will be accepted online at [www.stcatharines.ca/jobs](http://www.stcatharines.ca/jobs). Please reference the recruitment number **2017-212** in your cover letter. Applications received any other way will not be accepted.

The City of St. Catharines is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Division to ensure your accessibility needs are accommodated throughout this process.