



**Manager, Service Peterborough**  
**Finance & Corporate Support Services/ Strategic Communications & Service**  
**Peterborough**  
**File #24-P-33**

Located on the Trent-Severn Waterway in the heart of the Kawartha tourism region, Peterborough is a unique community known for its exceptional quality of life and beautiful setting. Peterborough has it all – a multitude of recreational opportunities, a diverse industrial, commercial and agricultural base, quality health care and excellent schools – including two outstanding post-secondary institutions. Peterborough is just one hour from the Greater Toronto area.

### Job Details

Lead the development and implementation of customer service strategies for the City of Peterborough to provide consistent, high-quality customer service throughout the organization. Coordinate a centralized customer service approach, including the necessary policy and procedure development and implementation. Collaborate with senior management in program areas to provide a coordinated, consistent approach to customer service across customer service contact points and to integrate service delivery with customer service centres. Lead and supervise the daily operations of the Service Peterborough customer service centre.

### Qualifications

This position requires an individual who has a minimum of a specialized diploma/degree in Business Administration/Customer Service/Public Relations or a related field or equivalent with a minimum of five years customer service experience, preferably within a public-sector environment; prior experience supervising and/or delivering services in an electronic service delivery environment is required. Experience working with accessibility initiatives is preferred. Must have proven experience in developing, communicating, evaluating and implementing strategic business processes and practices.

Position requires demonstrated leadership; project management and facilitation skills in order to lead major projects and effectively coach, guide and influence the work of others. Requires a strong administration background including excellent planning, forecasting, report writing, and financial/budget management skills. Requires a working knowledge of effective performance management practices, training and development techniques, and the ability to interpret and apply Collective Agreements and achieve positive labour-management relations. Requires excellent communication and public relations skills to build effective relationships within the corporation, and throughout the Community. Requires excellent dispute resolution, negotiation, and problem-solving skills in order to effectively resolve escalated customer service issues. Requires the ability to champion and manage change, gain the cooperation of others, and build confidence among peers. Must have a creative/innovative focus on service delivery, a commitment to continuous improvement and customer service, a respect for the diversity of opinions and perspectives, and be comfortable with a certain level of ambiguity and constantly changing priorities. Must have a good working knowledge of computers and word processing applications including word processing, spreadsheet, database, financial management, project management, and event management software applications (e.g. Word, Excel, Access, SAP, CLASS, Cayenta etc.).

### Salary

\$133,000.00-\$145,378.00

### Application Information

Qualified applicants are invited to submit 1 file containing a résumé and cover letter (ensure your name is in the title of the document), quoting file number **24-P-33** on the

file as well as in the subject line, no later than 12:00 p.m. on **Wednesday, April 10, 2024**, to: [recruiting@peterborough.ca](mailto:recruiting@peterborough.ca)

---

The City of Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access to the City's goods, services and facilities. If contacted for an employment opportunity, please advise Human Resources if you require an accommodation.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.

[www.peterborough.ca/jobs](http://www.peterborough.ca/jobs)