



**The Corporation of the City Of Brantford
Communications and Community Engagement Department**

requires

Supervisor of Customer Service - WGSC - Job ID #2106

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment (within 200km of the City of Brantford city limits). The City is committed to the professional development of our staff and invite you to come, grow with us!

Consistent with the City's approved Customer Service Strategy and updated Customer Service policies (2023), as well as the City's objective to implement a 311 customer service approach, it is essential that corporate customer service best practices are implemented across all customer service roles throughout the organization.

Reporting to the Manager, Customer Service, the Supervisor of Customer Service at Wayne Gretzky Sports Centre will be a key player in elevating the overall experience for patrons of the world class facility. This dynamic role demands an individual with exceptional leadership, communication, collaboration and problem-solving skills. The successful candidate will oversee and optimize all aspects of customer service operations at the Wayne Gretzky Centre and other City Community Centres to ensure the highest level of satisfaction for recreation customers.

- Lead, inspire, mentor, coach and manage a team of customer service representatives and Recreation Booking Clerks to provide outstanding service.
- Foster a positive and collaborative work environment, instilling a customer-centric culture within the Wayne Gretzky Sports Centre.
- Develop and implement customer service strategies aligned with the City's Customer Service Strategic Plan and corporate customer service policies.
- Identify opportunities for process improvement and efficiency to enhance overall service delivery.
- Collaborate with various departments within the Wayne Gretzky Centre and across the organization to ensure a cohesive and consistent approach to customer service.
- Act as a liaison between patrons, facility staff, and City officials, conveying important information and gathering valuable feedback to ensure continuous improvement.
- Work closely with the CRM Manager/Business Analyst to establish and monitor key performance indicators (KPIs) to assess and improve service quality.
- Implement regular training programs to keep the customer service team abreast of facility policies and procedures.
- Address escalated customer concerns and provide timely and effective solutions.

QUALIFICATIONS

- Bachelor's degree in Business Administration, Public Administration, or a related field.
- Proven experience in customer service management, with 3-5 year track record of successful team leadership in a customer service environment.
- Strong analytical and problem-solving skills.
- Excellent interpersonal and communication skills.
- Familiarity with municipal government operations.

WAGE/SALARY RANGE: \$37.62 to \$47.03 per hour (35 hours per week) plus benefits.

To apply on-line, please visit the City of Brantford website at <https://www.brantford.ca/en/your-government/careers.aspx> and click on **Current Opportunities**.

Closing date for applications: **Thursday, June 13, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted. Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.