

BUILD A CITY. BUILD A FUTURE.



Customer Service Manager

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.

*City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

SCOPE

In this role, you will be responsible for leading the Property and Payment Services team in providing excellent services to residents. You will work as a member of a large City team to ensure customer satisfaction.

EMPLOYMENT STATUS

Exempt – Regular Full-Time

RESPONSIBILITIES

- Coordinating service delivery to a diverse group of customers in a fast-paced environment
- Responsible for recruitment, training and development, motivation, retention, coaching, support and work scheduling of a skilled team
- Working with the team and key stakeholders to research, recommend and implement ways to optimize customer services, productivity and effectiveness within the Section.
- Providing support with the team on a broad range of service matters related to all regulatory payments including property taxes, utilities and enforcement related charges.

QUALIFICATIONS

- Completion of Grade 12, supplemented with completion of a two-year post-secondary Diploma in a related field; plus 2 years related experience in a supervisory capacity within a union environment; an equivalent combination of training and experience may be considered.
- Excellent leadership, communication, planning and organization skills.
- Excellent ability to resolve conflict through communication, interpersonal, and customer service skills.
- Ability to use discretion and make sound decisions.
- Strong attention to detail
- Considerable knowledge of local government policies, procedures and practices and related bylaws as they relate to the various payment requirements.
- Knowledge and experience in municipal property taxes is an asset.
- Knowledge of relevant computer software applications. e.g. Microsoft Office, Tempest, Amanda, etc.

Additional Info

M1 - \$87,201-\$102,589

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID 5948.

This Posting Closes on June 19, 2024.