



<b>Position Title:</b>	Citizen Support Representative	<b>Competition No:</b>	2024-30
<b>Department:</b>	Corporate Services	<b>Close Date:</b>	June 14 <sup>th</sup> , 2024, at 4:00 p.m.

**Position Details:**

Probation Rate: \$25.22

2024 CBA

Regular Rate: \$26.55

2024 CBA

Hours of Work: 40 hours/week

Employment Type: Permanent

**About Us:**

Located 20 minutes from Winnipeg, Selkirk is a vibrant small city with a hometown feel. Our close-knit community loves to celebrate, learn and explore in the company of good neighbours. All through the year, there are many opportunities to enjoy local talent, learn about our past and seek out new interests.

**The Opportunity:**

Under the direction of the Manager of Citizen Engagement, the incumbent is responsible for responding to citizen and general public inquires, assisting with citizen access to services and delivery of an excellent citizen experience.

**Job Duties:**

1. Exceptional Citizen Service

- As a primary contact for the City of Selkirk, the CitizenSupport Representative communicates with the citizens and the general public through telephone, chat, email, social media and in person.
- As the citizen advocate, you seek out information or services to respond and resolve citizen inquiries/requests.
- As an ambassador, you strive to make each interaction with our citizens a positive experience, communicating in a friendly, open and competent manner.
- Recommend to Management opportunities to improve processes or procedures that enhance the citizen experience, reduce costs and/or delays to citizens that improve the City's effectiveness and efficiencies.
- Respond to CitizenSupport tickets and inquiries, accurately documenting all communications to build on the City information databases with the objective to better respond to any and all queries in a timely and accurate manner.
- Proactively identify information opportunities from within the various City departments and assist to enhance the information databases to respond to or have information available to the public through various means of communication.
- Remain current on all resolutions, regulations, by-laws, policies and legislation as it impacts the citizen.

## 2. Administrative Services

- Process regular daily outgoing mail.
- Participate as a member of the City web services team and maintain the website pages for the Corporate Services Department, i.e. uploading prepared documents such as by-laws, job postings and archive documents.
- Provide support and training to other positions within the Corporate Services Department.
- Maintain confidential records or information.
- Ensure job procedure manual is current.
- Issue licenses for lottery and animal, etc.
- Register Manitoba Health Service Commission applications.
- Accept in-person payments and issue receipts.
- Balance end of day payment to reports and maintain adequate cash float.

## 3. Perform other duties as may be assigned.

### **Qualifications and Minimum Requirements:**

#### **1. Skills, Knowledge and Abilities**

Minimum qualifications shall include:

- High school diploma or equivalent.
- Post Secondary Certification or Degree in Communications, Broadcasting, Social Media or equivalent combination of education and relevant experience.
- Professional Certificate in Customer Service or equivalent.
- Training or certification in Non-Violence Conflict Resolution.
- Three (3) years of customer service experience.
- Ability to work well directly in partnerships with individuals, establish and maintain effective working relationships with individuals at all levels of the organization and external contacts.
- Competence with computer systems, including Microsoft Office Suite, Internet, Facebook, Twitter and Instagram, and the ability to learn new technology as required
- Experience using a customer relationship management software.
- Ability to communicate clearly and concisely, both orally and in writing. This includes the ability to understand written and verbal instructions.
- Ability to maintain confidentiality.
- Excellent organizational and time management skills.
- Detail orientated, accurate and have the ability to meet multiple deadlines.
- Clear Criminal Reference Check.
- Experience handling cash.

#### Desired Qualifications

- Two (2) years' experience in a municipal office environment.
- Previous experience with Dynamics GP Software, specifically Diamond Municipal.
- Successful completion of the Manitoba Municipal Administrators Certificate (CMMA) Program.
- Accessible customer service training (as defined under the Accessibilities Act).

**Apply:**

Visit our website <https://www.myselkirk.ca/employment> to apply online via our [Career Connector](#) website. Applicants will need to create a profile and submit an application for consideration.

**Comments:**

This unionized position is open to all applicants. Preference will be given to established (as outlined in the Collective Agreement) members of CUPE Local 336. Applications will be accepted until 4:00 p.m. on June 14<sup>th</sup>, 2024.

The City of Selkirk is an equal opportunity employer, committed to providing an inclusive work environment. Applicants who require accommodation during the hiring process are encouraged to contact the [City's Human Resources Division](#).

Thank you to all who apply, however, only those candidates selected for an interview will be contacted.

**NOTE:** Employees will be required to adhere to the City's Vaccination Policy.