



Customer Contact Centre Representative (PT) - Job ID #2165

Job Title	Customer Contact Centre Representative (PT)	Status / Job Type	Permanent Part Time
Commission	CAO & Mayor's Office	Department	Comm Community Engmt & Cust Se
Union Affiliation	NON-UNION - PART TIME	Number of Openings	1
Rate of Pay	\$29.07 to \$36.34	Benefits Entitlement	Yes
Hours of Work	Up to 24 Hours Per Week	Posting Date (4:30 pm)	Aug 29, 2024
Job ID #	2165	Closing Date (4:30 pm)	Sep 12, 2024

Position Summary

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 200 km of the City of Brantford boundary). The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Manager of Customer Service, the Part Time Customer Contact Centre Representative will be part of an enthusiastic team that are collectively responsible for providing quality and professional customer service by responding to citizen enquiries related to City programs and services.

We are looking for a dedicated motivated individual who can help us deliver quality customer service experiences to the residents of the City of Brantford.

Availability to work within regular business hours from 8:30 a.m. - 4:30 p.m. Monday through Friday.

- Answer inbound customer calls, triage issues accordingly and troubleshoot in order to provide options to customers on acceptable resolutions on the first call



- Resolve and service customer enquiries through multi-channel contact either by phone, email, online or in person at the City Hall Customer Service desk
- Document all activities to ensure the customer's history is accurate for the purposes of follow up, escalations and identifying trends
- Follow established protocols to minimize negative customer experiences
- Serve our customers through a demonstrated ability to take initiative, work proactively and respond to critical business issues with a high sense of urgency and professionalism
- Tact and discretion required to resolve requests, complaints or clarification of information.
- Stay informed of the organization's policies and procedures, job aids; attend training and continuous learning sessions offered by the City
- Medium periods of long duration sitting at a desk, working on the computer and/or providing counter service on a rotational basis
- Demonstrated ability to problem-solve through active listening combined with a commitment to delivering a superior customer service experience
- Exceptional interpersonal skills and communication skills including empathy, teamwork, and a positive attitude complimented with a professional and courteous speaking manner

Qualifications

- Completion of secondary school (grade 12), including one-year post-secondary education/training
- Must have over one (1) year of inbound Customer Service experience
- Ability to excel in a fast-paced environment, meticulous attention to detail, work under pressure in a structured environment, tight deadlines and repetitive tasks
- Knowledge of a variety of computer systems such as Amanda, Customer Relationship Management (CRM), and ACD Telephony
- Ability to multi-task and communicate effectively using various communication channels simultaneously
- Ability to communicate effectively using a variety of methods to connect with customers.
- Excellent data entry processing, accuracy, reading text and numeracy
- Effective problem solving skills, decision making, critical thinking, job task planning and strong organizational skills



- Self-motivated and ability to function well independently and in a team environment
- Multilingualism, as well as knowledge of municipal functions and cash handling experience are considered assets

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

Closing date for applications: **Thursday, September 5, 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.