



SARNIA ONTARIO

The Corporation of the City of Sarnia
Corporate Services Division, Customer Service Department

requires a

Customer Service Representative

Vacancy Number: 2024-66

Job Status: Permanent, Part-Time (up to 28 hours, 5 days/week)

Union: [CUPE Local 3690](#)

Hourly Salary: \$23.52 - \$36.18 (Group E, 2023 rates); pay in lieu of vacation in accordance with the *Employment Standards Act, 2000*, 8% in lieu of benefits, access to our Employee & Family Assistance Plan (EFAP), and the option of enrollment in OMERS (Ontario Municipal Employees Retirement System) pension plan.

Closing Date: September 3, 2024

About the Position

Working within the Customer Service Centre at City Hall, Customer Service Representatives (CRSs) provide day-to-day customer service excellence as an ambassador for the City. In this front-line position you will work within a team, in a fast-paced public service environment, providing information on programs and services and responding to inquiries and requests for service in a professional and competent manner.

This position provides timely, accurate and knowledgeable services to the public and one-stop access to information connecting the entire community. The exciting portfolio includes processing payments, registrations and intake of requests for service while working directly with the public to keep services moving. Responsible for delivering service to customer inquiries via inbound and outbound phone calls, email and in person.

CSRs report to the Manager of Customer Service and are responsible for processing applications; issuing passes and permits; accepting payments for a variety of items; and liaising, resolving, referring or transferring inquiries to appropriate City departments, employees or outside organizations as applicable.

Position Requirements

- Three (3) year college diploma in Business Administration or related field
- One (1) month of related work experience
- An acceptable combination of equivalent education and experience will be considered
- Experience handling and balancing cash, online ordering, and digital payments
- Experience in customer service responding to inquiries; interacting positively with the public to resolve queries and concerns; providing guidance and resources to assist with customer needs

Demonstrated Skills and Abilities

- Strong verbal and written communication skills
- Superior customer service and public relations skill
- Intermediate skills in spreadsheet and multiple processing applications and workflow/data management software
- Conflict resolution skills, including understanding and resourcefulness to deescalate situations
- Excellent time management skills in managing changing priorities from public and internal demands

How to Apply

Candidates are advised to follow the naming format “**Last name, First Initial – document name**”, when attaching files.

Please apply through the following link: [Recruitment \(adp.com\)](#)