

Job Title: Manager, Customer Service

Requisition ID: 3162

Affiliation: Exempt

Position Type: Permanent Full Time

Number of Openings: 1

Bi-weekly Working Hours: 35 hours bi-weekly

Shift/Work Schedule: Monday to Friday

Division/ Department: Community Services, Customer Service

Job Location: Fort McMurray

Starting Salary Range*: \$141,208 to \$149,277 (Pay Band H)

COLA: Bi-Weekly - \$480

Posted (dd/mm/yyyy): 25/01/2025

Closing Date (dd/mm/yyyy): 02/02/2025

Posting Type: Internal and External

*The Municipality offers a competitive compensation package, including an attractive base salary, excellent benefits, retirement plans, and more. The starting salary for this position is within the range listed above and will be dependent upon the qualifications and experience of the successful candidate.

GENERAL DESCRIPTION:

The Customer Service Manager is responsible for the oversight and ongoing enhancement of the Municipality's centralized customer service department. This involves providing leadership and planning to ensure consistent and exceptional customer service delivery accessed by the public covering a full range of municipal services, the operation of Pulse communication platforms, Vehicle for Hire program services, bylaw dispatch and administrative services, and in-person service and payment processing. The role will also collaborate with municipal departments to develop, enhance, and integrate policies, processes, and procedures to support continuous improvement and service excellence at the Municipality. Primary responsibilities include:

Department Management: Leads and supports the development and advancement of the Municipality's centralized customer service programming. Responsible for the success of the Customer Service Department and effective delivery of customer service. Oversees operations, budgeting, strategic planning, and department/branch initiatives. Responsible for developing and ensuring maintenance of information, processes, guidelines, and tools to maintain a high level of service for internal and external customers, as well as ensuring reporting metrics are produced and communicated. Ensures municipal policies, procedures, and practices are consistently and effectively communicated and adhered to, including cash handling procedures and all safety protocols.

People Leadership: Mentors staff regarding daily activities and delivery of customer service. Develops and implements performance measures that provide clear objectives and goals to increase staff skills and knowledge. Fosters a supportive, positive, and fair work environment and develops effective working relationships with the customer service team, municipal departments, and external stakeholders. Recruits, trains, and mentors staff. Ensures the effective delivery of the employee customer service training program.

Implementation of Strategies: Initiates, develops, and adjusts the department's strategic goals ensuring alignment with the Municipality's strategic plan and goals. Seeks innovative approaches and technology to enhance service delivery and maintain best practices in delivering quality customer service. Works closely with all municipal departments and takes a lead role to identify, develop, enhance, and integrate policies, processes and procedures for continuous improvement to centralized customer service programming.

SKILLS REQUIREMENTS:

- Demonstrated knowledge and understanding of municipal bylaws, programming, policies, procedures, processes, strategic and business direction.
- Proven understanding of the municipal budget and financial planning processes.

- Proficiency in Microsoft Office programs (Word, Excel, PowerPoint, Outlook).
- Ability to adapt to and support situations involving change, shifting priorities, and/or simultaneous demands.
- Ability to develop and maintain effective working relationships at all levels within the organization as well as with external stakeholders.
- High emotional intelligence including the ability to remain calm and neutral in conflict situations.
- Strong communication, interpersonal, leadership, analytical, problem-solving, and presentation skills.
- Strong political awareness and ability to deal with sensitive and confidential information/situations.
- Proven understanding of unionized environments and collective agreement application.
- Proven understanding of Freedom of Information and Protection of Privacy legislation and its application in the delivery of customer service.
- Proven understanding of Health and Safety for the organization and its integration in the Customer Service Department.

EDUCATION:

- Degree in Business, Commerce, Marketing, Communications, Public Relations or related discipline is required.
- An equivalent combination of education and experience may be considered.

EXPERIENCE:

- Ten (10) years of experience working in a customer service-oriented office environment and/or call-center environment, including five (5) years of experience in a supervisory or leadership role is required.
- Experience working in a public-sector environment with unionized and non-unionized employees is an asset.

OTHER REQUIREMENTS:

- Submission of a Criminal Record Check.
- A valid Class Five (5) Operator's License is an asset.
- May be required to work outside of regular business hours.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible and accountable for knowing and working in accordance with the Health and Safety Directive. As per section 2 of the Occupational Health and Safety Act, the incumbent shall ensure while in the employ of the Regional Municipality of Wood Buffalo the health and safety of employees, contractors and the public.

This position is employed in a supervisory capacity. As such the employee is required to obtain additional safety training in accordance with municipal procedures and directives.

**To apply: Please visit our website at jobs.rmwb.ca
 Current employees must apply through the internal careers site.
 We appreciate the interest of all applicants; however, only those individuals
 selected for interviews will be contacted. Late applications will not be accepted.**