



# 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 oversee customer service operations related to the Property and Payment Services section. You will lead a dedicated team, support complex inquiries, and ensure our services align with BC legislation, municipal bylaws, and strong financial controls. You will exercise considerable judgement in work that involves continuous contact with the public, often in strained circumstances.

### EMPLOYMENT STATUS

Exempt – Term (until approximately Sept 2027)

### RESPONSIBILITIES

- Coordinating service delivery to a diverse group of customers in a fast-paced environment.
- Oversee daily operations across in-person, phone, and digital service channels.
- Ensure accurate and timely responses to complex inquiries, including tax notices, Home Owner Grant questions, arrears and delinquent accounts, and payments.
- 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 for services related to billing and payments including property taxes, utilities and enforcement related charges.
- Oversee payment processing and daily reconciliation.
- Develop and maintain procedures, training materials, and public facing resources.
- Identify opportunities to streamline processes and enhance digital service delivery.

### QUALIFICATIONS

- Completion of Grade 12, supplemented with a 2 year post-secondary Business Diploma; plus 2 years related experience in a supervisory capacity, within a union environment preferred; an equivalent combination of training and experience may be considered.
- Exceptional leadership, communication, planning and organization skills.
- Excellent ability to resolve conflict through communication, interpersonal, and customer service skills.
- Demonstrated ability to lead teams through seasonal pressures and complex service environments.
- Establishes and maintains effective working relationships with the public and other staff and management.
- 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 various payment requirements; experience in municipal property taxes is an asset.
- Working knowledge of basic accounting journals, ledgers, trial balance and accounting transactions.
- Knowledge of relevant computer software applications. e.g. Microsoft Office, Tempest, Amanda, etc.
- Possess a valid driver's license.

**Additional Info**

- M1 - \$90,689 - \$106,693
- This position requires completion of a Police Information Check.
- Successful applicants must provide proof of qualifications.

**Apply**

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 6974