



Job Title: Supervisor - Customer Service

Competition Number: GRO-33-26	Department: Growth
Posting Category: Open	Division: External Relations
Job Type: Full-Time	Affiliation: Managerial
Site:	Location: CA-ON-Thunder Bay
Min: CAD \$92,657.73/Yr.	Max: CAD \$109,009.09/Yr.
Pay Band: 9 (interim)	Number of Positions: 1
Effective Date: March 1, 2026	Supersedes Date: New
Posted Date: October 23, 2026	Post End Date: November 8, 2026

The **City of Thunder Bay** provides exceptional quality of life to those who live, work, and play in Thunder Bay – a culturally vibrant, economically diverse community with a metro population of over 120,000. Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. We value our high quality of life and promote a clean, green, beautiful, and healthy community that provides economic opportunity, respects diversity, and provides affordable and safe neighbourhoods that are accessible to all.

The City of Thunder Bay is a place where art, culture and nature come together!

Guide Service Delivery. Support Your Team. Enhance Customer Experiences.

At the City of Thunder Bay, **Our City Runs on People Like You**. Together, we are building a workplace where everyone belongs, where your leadership, problem-solving abilities, and commitment to customer service help create positive experiences for residents and businesses.

As the **Supervisor - Customer Service**, you'll play a key role in the day-to-day operation of Service Thunder Bay, the City's centralized customer service centre. Supporting a team of dedicated customer service representatives, you'll help ensure residents can access municipal programs, services, and information through a consistent, responsive, and customer-focused experience.

Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally while making a meaningful impact through public service.

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Where Operational Leadership Supports Exceptional Service

As the Supervisor - Customer Service, you'll provide day-to-day operational oversight for Service Thunder Bay across multiple service channels, including front-counter service, telephone support, email, and digital platforms.

Working closely with the Manager, Customer Service, you'll support a modern, centralized service model by coaching staff, monitoring service delivery, resolving escalated issues, and identifying opportunities to improve processes and enhance the customer experience.

This is an opportunity to combine people leadership, customer service expertise, operational problem-solving, and continuous improvement in a dynamic environment that directly supports residents and community members every day.

How You'll Lead and Support the Team

In this role, you will:

- Provide operational input to the Manager on staffing models, shift schedules, service coverage strategies, and operational planning requirements.
- Review operational performance reports, dashboards, and trend analyses to monitor service-levels and support continuous improvement.
- Collaborate with City departments to support the centralization of inquiries, reduce duplication, and improve access to municipal programs and services.
- Provide direct day-to-day supervision of Service Thunder Bay team, including work assignment, scheduling, attendance monitoring, vacation planning, and adequate staffing coverage for peak periods.
- Lead and approve the development and maintenance of knowledge base articles, FAQs, scripts, process maps, and reference materials, establishing standards ..
- Monitor real-time workflow, call volumes, wait times, and service backlogs, and implements immediate operational adjustments to maintain service standards.
- Act as the primary point of escalation for complex, sensitive, or high-impact customer service issues, complaints, or service disruptions.
- Coach, mentor, and support the Service Thunder Bay team in the consistent application of customer service standards, scripts, workflows, and corporate values.
- Ensure consistent adherence to approved customer service policies, procedures, scripts, service standards, accessibility requirements, privacy obligations, and records management practices.

[Supervisor - Customer Service Job Description](#)

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What You Can Count On With Us

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As the **Supervisor, Customer Service**, you'll enjoy:

- A competitive salary that reflects your expertise
- A matching pension plan to help you build long-term financial security
- Comprehensive health, vision, and dental coverage, plus life insurance for peace of mind
- Generous paid vacation and holidays, with the option to purchase additional leave days when you need more time off
- Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
- Leadership development and tuition reimbursement programs, so you can continue to grow your skills and career
- A culture of recognition and appreciation, with staff events and programs that celebrate your contributions
- A collaborative and supportive work environment that values innovation, teamwork, accountability, and public service

What You'll Bring to the Team

Here's what will help you succeed as the Supervisor - Customer Service:

- Diploma in public administration, business administration, communications or a related field
- Minimum three (3) years of leadership experience in a service delivery or customer experience, preferably in the public sector.
- Proven experience in managing technology-based service solutions and organizational start-up or transformation projects.
- Strong understanding of customer service principles, service standards, and performance measurement.
- Demonstrated commitment to respectful, inclusive, and customer-focused public service delivery.
- Strong leadership skills including the ability to give direction, motivate, and recognize others; proven ability to share skills and knowledge with others in a fast-paced service environment.
- Ability to conceptualize and implement change management strategies
- Ability to interpret operational data, identify trends, and implement practical service improvements.

Enhance Customer Service with Us – Apply Today

Ready to take the next step in your career? Join the City of Thunder Bay, and help support the team delivering responsive, accessible, and customer-focused service to residents across our community.

Apply today and start your next chapter with the City of Thunder Bay.

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General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women and members of the 2SLGBTQ+ community.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources Division should you be the successful applicant. If a Criminal Record Check is required, it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866