



Position Description: Customer Service Representative

Job Summary:

Reporting to the Director of Corporate Services/Municipal Clerk, the Customer Service Representative will provide high quality customer service to residents, the public and internal departments to ensure the customer's immediate needs are met and to assist in a variety of clerical and office administrative services.

Main Responsibilities:

- Efficiently and effectively deliver a wide range of information in response to customer inquiries via on-line inquiries, in person or by phone.
- Receive and greet all walk-in visitors to the Municipal Office and provide general information related to the Townships services and activities (e.g., permits, taxes, waste disposal etc.)
- Responsible for answering the main phone line and to answer general inquiries or redirect inquiries to appropriate staff members and/or departments.
- Responsible for responding to general inquiries via electronic mail or redirecting electronic mail to the appropriate staff member or department.
- Provide general office administrative support for the Corporate Services department including scanning, filing, and retention of By-laws and Minutes.
- Accept and process counter payments (debit/cash/cheques) for various services (including property tax payments, water payments, licences, invoices, and permits etc.)
- Reconcile cash drawer and preparation of receipts for bank deposit.
- Provide parking ticket administration following Municipal and Provincial reporting requirements.
- Enter and assign service requests via data entry into the ForeAction or similar software program.
- Perform the duties of a Deputy Issuer, under the Vital Statistics Act by virtue of appointment by the Clerk, which includes death registrations and back up for marriage licence issuance.
- Assist with updating the Corporate Services department Webpage and the LED sign.
- Maintain a Customer Service/Reception procedure manual.
- Responsible for the ordering and managing of office supplies.
- Assist in the organizing of corporate events and activities.
- Provide support to the Municipal Clerk for municipal elections.
- Responsible for receiving and distributing incoming mail/packages and preparing outgoing mail/packages, including courier services.



The Corporation of the Township of Hamilton
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- Responsible for opening and closing procedures.
- Assumes other duties as may be assigned from time to time.

Supervision:

None

Education and Experience Required:

- Ontario Secondary School Graduation Diploma with post-secondary education
- A minimum of 1 year of related experience in a busy office environment is required

Other Requirements:

- Excellent interpersonal, oral, and written communications skills, with attention to detail
- Superior organizational skills, with the ability to prioritize work and to meet deadlines.
- Good problem solving and analytical skills.
- Pro-active, flexible, and positive attitude
- Ability to work independently and as part of a team.
- Proficient with Microsoft Office Suite
- Internet and email, and digital switchboard telephone system
- Ability and willingness to learn new software is required.
- Proof of satisfactory criminal record or vulnerable sector check

Working Conditions:

- Office environment with constant interruptions

Position Review Information

Updated By: Daphne Livingstone, Director of Corporate Services/Municipal Clerk

Date: 3/31/2023

Approved by CAO: Arthur Anderson **Date:** 4/14/2023