



TOWN OF SHELBURNE JOB DESCRIPTION

CUSTOMER SERVICE COORDINATOR

Position Status:

*Permanent, full-time position, Unionized.
(35 hours/week, 8:30 a.m. to 4:30 p.m., Mondays to Fridays)*

Rate of Compensation:

This position will be covered under the Collective Agreement with the International Brotherhood of Electrical Workers, Local 1928.

Position Summary:

The Customer Service Coordinator is to provide service in a broad range to the public by in-person counter service, telephone and correspondence contacts. The incumbent is the front-line contact in the delivery of these services and is expected to be knowledgeable in the operations of the Town and customer-service oriented. The Customer Service Coordinator is also expected to exhibit a high degree of tact, diplomacy and discretion. Under the direction of the Manager of Finance, this position is also responsible for the overall office administration.

Reporting:

This position reports to the Manager of Finance.

Principle Duties & Responsibilities:

The following is an outline of the duties and responsibilities for the Customer Service Coordinator. The listing is not intended to be all inclusive or to limit the initiative to expand his/her function beyond this scope, nor is it intended to limit the Manager of Finance's right to assign other duties.

Customer Service

- In charge of opening Town Office daily to ensure prompt customer service delivery
- Responsible for handling customer requests, taking complaints, addressing phone calls, putting through work orders, assisting with forms and applications (i.e. Seniors Property Tax Rebates and Town's Low Income Tax Exemptions), etc.
- Process all payments
- Responsible for online banking and EFT procedures – check daily payments and reject errored payments
- Community Centre Bookings - schedule bookings, arrange set-up, prepare contracts, produce customer billing and other related duties

- Guild Hall Bookings - schedule community bookings and handle other related duties associated with Guild Hall bookings
- Handle requests relating to street activity closures
- Assist with processing Remembrance Day wreath forms and payments

Office Administration

- Responsible for Town mail, incoming and outgoing
- Responsible for processing daily deposits
- Assist with WCB reporting – pull clearance letters and monthly subcontractor invoices
- Responsible for administrative applications and forms
- Administer burn permits
- Responsible for handling green bin requests
- Responsible for Commercial Carrier processes
- Process statement of earnings letters at year end
- Assists with Grants to organizations - responsible for ensuring advertising is completed as required, applications are received and processed, decisions communicated and files maintained as required
- Assist with payroll journals
- Assist with port billing processes
- And other general office administration functions and related duties
- Act as recording secretary for a committee of Council (i.e. Asset Management Committee)
- Assist By-Law Officer with letter writing

General

- Support the Returning Officer in the Municipal Election
- Assist the Chief Administrative Officer in duties as required
- Such other duties as may be assigned by the Manager of Finance

Employment Requirements:

Education & Experience

- Post-Secondary Business Administration Diploma or acceptable equivalent experience
- Two (2) – three (3) years customer service experience, preferably in a municipal setting

Competencies

- Effective written and verbal communication skills
- Superior analytical and problem-solving skills including the ability to provide clear explanation
- Good information management skills
- Ability to effectively prioritize a fluctuating workload
- Extremely patient, courteous and diplomatic
- Excellent computer skills and with the aptitude to learn new programs
- Knowledge of municipal operations
- Knowledge of current office procedures
- Ability to work under pressure in a multi-task environment
- Ability to work independently with minimal supervision
- Ability to work in accordance with Health & Safety guidelines