

Customer Service Reception Clerk (Part-Time) (Job # 2019-059-IE)

Department:	Corporate Services
Status:	Part-Time, Permanent
Date Posted:	June 10, 2019
Date Closing:	June 24, 2019 at 4:30 p.m.
Number of Positions:	1-2
Scheduled Hours/Shifts:	Up to 24 hours/week, rotating shifts between 8:00 a.m.-5:00 p.m., Monday to Friday; casual positions may also be available to fill-in for the permanent staff on an as-needed basis.
Rate:	\$23.64 per hour

Position Purpose:

Under the direction of the Manager, Customer Service, the part-time Customer Service Reception Clerk delivers a broad range of customer service activities and information to external and internal customers relating to Town services, ensuring a high level of customer satisfaction. The position assists customers in securing services; completing service requests; obtaining permits and licensing; and responds to a broad range of customer inquiries. The Reception Clerk is the first line of contact with individuals seeking information and/or requiring services via various channels including telephone, in-person, website, mail, and e-mail. Responsibilities include assisting customers in the completion of various forms and applications relating to municipal services, including requests for licences and permits; handling customer complaints in a mature, professional manner, referring matters to supervisors or other staff as appropriate; performing administrative tasks associated with the position, such as utilizing and optimizing the Service Request Manager software to manage customer service functions, develop improved processes and maintain information and statistics; composing routine correspondence; sorting and routing mail; maintaining records of activity; performing data entry; updating files; preparing reports as directed; and resolving customer questions and queries, among other duties as assigned.

Qualifications:

- Minimum Ontario Secondary school diploma; Community College Business Diploma is an asset
- Minimum one year of experience in a high-paced customer service role, preferably in a Municipal Setting
- High degree of accuracy, attention to detail and record keeping skills
- Problem-solving skills, discretion and good judgment when handling confidential/sensitive information and communicating with customers regarding controversial matters
- Excellent interpersonal and communication skills, with the ability to deal courteously and effectively with all levels of staff, the public, agencies and organizations
- Effective organizational, time management and multi-tasking skills, with ability to prioritize work to meet customer service standards and deadlines
- Proficiency in Microsoft Word, Excel, Outlook, and using the Internet
- Must be available to work flexible hours and/or shifts as required

How to apply:

Please forward your resume in confidence by **June 24, 2019 at 4:30 p.m.**, identifying Job # 2019-059-IE in the subject line to hr@townofws.ca.

Committed to diversity and a barrier-free environment: Whitchurch-Stouffville is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. At the Town, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.