

Township of Southgate

JOB DESCRIPTION

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| Date of Update: June 2023 | Administrative Customer Service Representative |
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Section A: Position Description

1) Position Identification

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| The purpose of this section is to determine your current position within the organization. | |
| Job Title: Administrative Customer Service Representative | Supervisor's Job Title: Clerk & Treasurer |
| Standard hours of work per week: 35 hours per week | Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes (NFT) |
| Location of Position: Hopeville Administration Office | Department / Division: Clerks & Finance |
| Employment Status: Long-Term Contract | Pay Band: 13 |

2) Scope of Position (A maximum of three sentences.)

Reporting to the Municipal Clerk and the Treasurer, the Administrative Customer Service Representative position assists with the day-to-day operations of the Southgate Municipal Office and is responsible for providing customer service as well as administrative and clerical support. This position acts as the front counter customer service representative receiving payments and solving or re-directing general inquiries from customers in person at the front counter, via phone, email and online. Other responsibilities include processing incoming and outgoing mail/courier and provide support to various departments as necessary.

| Key Responsibilities | Tasks | Percent of Time |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Administrative Support & Customer Service | <ul style="list-style-type: none"> - First point of contact for front counter/reception duties, answering phones, greeting customers, etc. - Opening/distributing mail. - Processing courier pickups. - Delivery of frontline customer services such as entrance permits, 911 numbering, burn permits and other forms and inquiries. - Tracks inquiries and complaints from ratepayers to ensure they have been resolved by the appropriate staff member. - Supports Public Works Administrator with initial intake of entrance permits and 911 applications. | 50% |
| Finance | <ul style="list-style-type: none"> - Responsible for taking payments and tax collections at front counter. - Process/record cash receipts for finance and other departments including the Library and Recreation. - Assist finance staff where required either in day to day operations or on special projects. - Assist with issuing and maintaining dog tags. | 25% |
| Clerks | <ul style="list-style-type: none"> - General administration and assist in the issuance of licenses and permits including lottery licenses, fire permits, marriage licenses and other permits issued by the Clerks Department; - Assist clerks department staff where required either in day to day operations or on special projects. - Act as a Commissioner of Oaths. | 20% |
| Other | <ul style="list-style-type: none"> - Provide backup support to the Building & By-Law Administrative Assistant and Public Works Administrator. - Performs all other duties as assigned by Supervisor. | 5% |

Section B: Skills

1) Formal Education and External Training

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><u>Highest level required</u></p> <p> <input type="checkbox"/> High School <input type="checkbox"/> Vocational School <input checked="" type="checkbox"/> Community College <input type="checkbox"/> University Degree <input checked="" type="checkbox"/> Individual Courses </p> <p>License or Professional Designation Not required</p> <p>Is it a requirement of your job to keep "up-to-date" by reading or taking courses / seminars?</p> <p style="text-align: center;"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>Discuss: May attend courses/seminars on an as-needed basis.</p> | <p><u>Specific Specialty or Degree? (List)</u></p> <p>2 year Community College Diploma in Business Administration or equivalent work experience of 2 years is preferred.</p> |
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2) Required on the Job Training

| | |
|-------------------------------------------------------------------------------------|------------------------------------------|
| Specific Internal Training Keystone User Group Meetings/Training Courses. | Months to Complete As required |
|-------------------------------------------------------------------------------------|------------------------------------------|

3) Work Experience

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Experience <ul style="list-style-type: none"> Computer experience Accounting experience Cash handling Dealing with the public | Minimum Years Required <p>2 years</p> <p>2 years</p> <p>2 years</p> <p>2 years</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|

4) Other Key Skills:

- Good organizational skills
- Good communication and interpersonal skills
- Good computer and software application skills
- Good mathematical skills

5) Key Relationships (Contacts)

| Internal Contacts | Frequency | Purpose | Method |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------|--------|
| Co-workers (my dept.) | Daily | | |
| Co-workers (other dept.) | Daily | | |
| Supervisor (my dept.) | Daily | | |
| Supervisor (other dept.) | Frequently | | |
| Dept. Head (my dept.) | Frequently | | |
| Dept. Head (other dept.) | Occasionally | | |
| CAO | Occasionally | | |
| Council (your own) | Seldom | | |
| External Contacts | Frequency | Purpose | Method |
| Ratepayers | Frequently | | |
| General Public (Not residents) | Occasionally | | |
| Children/Students | Seldom | | |
| Seniors | Seldom | | |
| Staff in other municipalities | Seldom | | |
| Business representatives | Seldom | | |
| Consultants, Engineers, Planners, etc. | Seldom | | |
| Auditors | Annually | | |
| Suppliers | Seldom | | |
| Solicitors | Seldom | | |
| Funding Organizations | Seldom | | |
| Government Officials | Seldom | | |
| Boards | Seldom | | |
| Council (other municipalities) | Seldom | | |
| Media | Seldom | | |
| Ratepayers Groups | Seldom | | |
| Software Support Tech. | Seldom | | |
| Interpersonal skills: Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising | | | |

6) Decision Making

Must use judgment and tact in dealing with complex problems relating to the day-to-day operations of the Municipality.

Must be empathetic, yet proactive when dealing with the public, employ human relation skills.

7) Problem Solving Responsibilities

Ability to analyze and evaluate operations, and develop and implement corrective action to resolve problems. Complex issues are escalated to the appropriate individual(s)

8) Equipment & Technology Utilized

Operating systems, Accounting software, Tax module, Microsoft products.

Section C: Responsibility

1) Program Delivery

Supports the delivery of administration and financial programs as well as provides research as needed.

2) Impact and Accountabilities

Must maintain confidentiality where residents/ratepayers are concerned.

Must ensure accurate data entry as errors can result in incorrect invoicing to customers.

3) Supervision

| Direct Subordinates – Job Titles | Number of Staff |
|-------------------------------------------------------------|------------------------|
| None. | |
| Indirect Subordinates – Job Titles | Number of Staff |
| None. | |
| Provides training/instruction to others – Job Titles | Number of Staff |
| None. | |

4) Material and Information Resources

Computers and other standard office equipment.
Confidential customer information.

5) Financial Resources

Not directly responsible for expenditures of money; however, responsible for handling, balancing and accuracy of recorded collections.
Responsible for accurate accounting data entry and reporting.

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

| Condition | 1 | 2 | 3 | 4 | 5 |
|-------------------------------------|---|---|---|---|---|
| Sitting | | | | X | |
| Standing | | X | | | |
| Noise Exposure | | X | | | |
| Adverse Temperature | X | | | | |
| Pushing/Pulling | X | | | | |
| Lifting/Carrying | | X | | | |
| Dust | X | | | | |
| Odors | X | | | | |
| Other (Specify) Physical Aspects | | | | | |

2) Health & Safety Hazards

Minimal hazards, office environment.
May encounter irate customers when providing customer support.

Health and Safety Responsibilities

Responsible to perform duties in a Health and Safety conscious manner.

3) Travel

N/A

4) Driving

N/A

5) Mental Environment

Busy office environment, open concept.
Constant interruptions, dealing with unhappy people (sometime ratepayers) and deadlines contribute to stress.

Section E: Effort

1) Mental Effort

Strong mental effort required for accuracy.
Deadlines and task management are major components of work effort.
Constant interruptions – public, residents, co-workers, telephone.

2) Physical Effort

Minimal physical effort required.
Excellent keyboarding skills. There will be long periods of data processing required.
Prolonged periods of sitting.

Section F: Additional Information

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

Employee: _____
Signature

Date Completed: _____

Supervisor: _____
Signature

Date Completed: _____

CAO: _____
Signature

Date Completed: _____