



TEMPORARY FULL-TIME CUSTOMER SERVICE REPRESENTATIVE

Competition No.: CLK-2024-06

(Maternity Leave Replacement approximately one year)



Posting Date:	April 19, 2024	Closing Date:	April 26, 2024
Department:	Clerk & Community Services	Hours per Week:	35 hours per week
Benefits Entitlement:	No	Pension Entitlement:	Yes – Employer Matched Contributions
Salary Level 5:	\$27.10 - \$31.88 (2023)	Union:	CUPE Local 434

Position Summary

Reporting to the Customer Service Manager, this position is responsible for the front-line duties for a wide variety of resident matters relating to City of Timmins business as well as providing administrative support for various departments. This position will participate in fostering a workplace in which individual differences are recognized, appreciate, respected and responded to in a way that fully develops and utilizes each person's talents and strengths.

Duties

- Welcome the public and provide direction and information in relation to City of Timmins services, procedures, practices, policies, operations and programs.
- Satisfy public inquiries in a professional, courteous, tactful and efficient manner in order to present a high standard of public relations at all times;
- Ensure thorough and timely response and resolution to all customer-related issues and inquiries;
- Process a variety of financial transactions for City services and programs including receiving payments and providing receipts; processing cash receipts and preparing bank deposits; booking City facilities;
- Process payments, permits and applications for a variety of City Services and programs;
- Research, document and suggest additions/edits to corporate knowledge base as appropriate;
- Prepare statistical reports as required;
- Other duties as assigned.

Qualifications

- Two-year community college diploma in Accounting, Business Administration or Communications;
- Minimum three years related experience in the field of front-line customer service;
- Minimum two years' experience as cashier;
- Accounting knowledge and mathematical ability an asset;
- Ability to multi-task and attention to detail in receiving and posting various forms of payment, processing various applications, licenses, and service requests for the public is essential;
- Must have advanced knowledge and demonstrated proficiency with computer software programs (e.g. Customer Relation Management System and Microsoft Office Suite);
- Demonstrated ability to problem solve;
- Excellent verbal communication skills;
- Excellent interpersonal, customer service, organizational, multi-tasking and work prioritization skills;
- Demonstrated understanding of issues related to maintaining privacy and confidentiality of information;
- Current and clear Criminal Record Check;
- Bilingualism considered a definite asset.

How to Apply

To apply for this position, applications must be received by the Human Resources Department no later than **4:00 pm** on the closing date of **April 26, 2024**.

Via Email: human_resources@timmins.ca

The City of Timmins is committed to providing a safe and supportive workplace where diversity, equity and inclusion are at the core of how we conduct business. As part of this commitment, we will ensure that persons with disabilities are provided reasonable accommodations throughout the recruitment and selection process, in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act. We thank all applicants for their interest; however, only candidates under consideration will be contacted.

www.timmins.ca
www.movetotimmins.ca
[\(705\) 264-1331](tel:(705)264-1331)