

TOWNSHIP OF SOUTHGATE

JOB DESCRIPTION

Date of Update: September 2020	Customer Service and Support
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SECTION A: POSITION DESCRIPTION

1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Name:	Supervisor's Name: Lindsey Green
Job Title: Customer Service and Support	Supervisor's Job Title: Municipal Clerk
Standard hours of work per week: 35 hours per week	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Hopeville Office	Department/Division: Clerks
Employment Status: Full Time Salaried Position	Pay Band: 12

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

Reporting to the Municipal Clerk, the Customer Service and Support 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 Township incoming and outgoing mail and courier, website and social media updates and assisting other departments as required.

Key Responsibilities	Tasks
Reception (35 hours per week)	<ul style="list-style-type: none"> • Provide primary telephone reception for general incoming calls and provide information or redirect as required. • Process and distribute incoming mail and prepare outgoing mail; • Arrange courier pickups; and • Provide reception duties including greeting customers, accepting payments, providing information, or redirecting inquiries to appropriate staff in a backup relief role.
Administrative (15 hours per week)	<ul style="list-style-type: none"> • Provide administrative and clerical support to departments as required; • Coordinate and schedule municipal functions and special events; • Maintain 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; • Arrange appointments, receive and respond to, or direct telephone and public inquiries on behalf of the Municipal Clerk, CAO and other department heads as required; • Assist in the development of reports, including the research and gathering of relevant information for various departments; • Act as administrative liaison within/outside the Department; • Coordinate information and background material to assist in dealing with correspondence, or inquiries, requiring attention and for use at meetings; • Assist in organizing and completing employee and Council/Committee Members registration of training, conference/workshops/seminars; • Draft correspondence and other communications on routine matters on behalf of the Municipal Clerk, CAO and other department heads as required; • Assist in managing social media for the Township of Southgate i.e. update the website, Facebook pages, Instagram and Twitter accounts, and electronic signs located at the Library, Arena and Optimist Centre; • Manage newspaper advertising and create Township newsletters; and • Other duties as assigned.

SECTION B: SKILLS

1) Formal Education and External Training

Highest level required	Specific Specialty or Degree? (List)
<input checked="" type="checkbox"/> High School <input type="checkbox"/> Vocational School <input type="checkbox"/> Community College <input type="checkbox"/> University Degree <input type="checkbox"/> Individual Courses	- Diploma

License or Professional Designation -
New Professional Membership through AMCTO

Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?

Yes

Discuss: Attends seminars/courses pertaining to job, or the Boards, as required.

2) Required On-The-Job Training

Specific Internal Training Cash handling License/permit issuing	Months to Complete

3) Work Experience

Experience	Minimum Years Required
<ul style="list-style-type: none">Knowledge of general office procedures, including preparing documents and record and information management systemsKnowledge of and demonstrated ability in corporate core competencies including customer service, communication, teamwork, initiative/self-management, accountability, flexibility and adaptabilityAnalytical skills showing good judgement, sound problem solving and conflict resolution abilitiesComputer literacy and proficiency utilizing MS Office software applications and adaptability to program specific softwareDemonstrated organizational skills to meet strict and time sensitive deadlinesAbility to work with personal information and maintain confidentiality.	Two [2] years of responsible related experience, preferably in a municipal setting or equivalent education

4) Other Key Skills

<ul style="list-style-type: none">Knowledge of Municipal Government administration and structure is considered an assetDemonstrated judgment and ability to critically assess options within the context

5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.) Co-workers (other dept.) Supervisor (my dept.) Supervisor (other dept.) Depart. Head (my dept.) Depart. Head (other dept.) Staff in other municipalities CAO Ratepayers Children/Students Seniors Supplier	Daily Daily Daily Occasionally Daily Occasionally Occasionally Occasionally Frequently N/A Frequently Occasionally	Support management staff	In person, via phone or e-mail
External Contacts	Frequency	Purpose	Method
General Public (Not residence) Business representatives Consultants, Engineers, Planners, etc. Auditors Solicitors Funding Organizations Government Officials Boards Council (your own) Council (other municipalities) Media Ratepayers Groups Other: Specify Below	Frequently Seldom Occasionally Seldom Seldom Seldom Seldom Occasionally Seldom Occasionally Occasionally		In person, phone or email
Interpersonal skills: Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising.			

6) **Decision Making**

Works with detailed, complex, and sensitive materials and must exercise considerable judgment, diplomacy and human relation skills in dealing with complex problems relating to day-to-day operations. Makes independent decision on work method and procedures.

7) **Problem Solving Responsibilities**

Analyze, evaluate and determine a solution for policies in place.

8) Equipment & Technology Utilized

Computer, fax machine, postage meter, photocopier.

SECTION C: RESPONSIBILITY

1) Program Delivery

Supports the managers with delivery of administration in each department and its programs.

2) Impact and Accountabilities

Responsible to the Municipal Clerk

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
N/A	
Indirect Subordinates – Job Titles	Number of Staff
N/A	
Provides training/instruction to others – Job Titles	Number of Staff
N/A	

4) Material and Information Resources

Maintain accurate information, data and records.
Has access to private customer information.

5) Financial Resources

This position has access to confidential financial information.

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

May encounters with irate customers when providing front counter administration.
Otherwise, minimal hazards, office environment.

Health and Safety Responsibilities

Responsible for performing duties in a Health and Safety conscious manner.

3) Travel

N/A

4) Driving

N/A

5) Mental Environment

Works alone with regular interruptions.
Dealing with unhappy people and deadlines contribute to stress.

SECTION E: EFFORT

1) Mental Effort

Concentration due to paying attention to detail at all times.
Answering inquiries from public requires you to think on your feet.
Face deadlines.

2) Physical Effort

Minimal physical effort required.
Constant sitting.
Keyboarding.

SECTION F: ADDITIONAL INFORMATION**Supervisor Comments**

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

Job Position: _____
Signature

Date Completed: _____

Supervisor: _____
Signature

Date Completed: _____

CAO: _____
Signature

Date Completed: _____