



Corporation of the Village of Cumberland

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JOB POSTING

Customer Services Assistant II (Casual)

The Village is inviting applications for the casual position of Customer Services Assistant II. The position reports to the Corporate Officer and is a critical first point of contact at the Village of Cumberland. The successful candidate will be responsible for processing payment receipts, answering public inquiries, receiving service requests and complaints, various reception duties, and the provision of a superior customer experience. The position may also provide clerical administrative support to all Village functions as directed.

The successful applicant will be required to work on an as-needed basis, up to a maximum of 35 hours per week, during regular business hours Monday to Friday 8:30-4:30. As this is a casual position, hours of work are not guaranteed.

This is a Union position and subject to the Collective Agreement between the Village of Cumberland and CUPE Local 556. The wage for this position is \$27.30 per hour (2020) with benefits and increases as per the Collective Agreement.

The full job description is attached to this posting. You may contact Rachel Parker, Corporate Officer at 250-336-3005 for further information. To apply for this position, please provide a cover letter and your resume in confidence to rparker@cumberland.ca.

Applications will be received until **10 a.m. on March 22, 2021.**

Application received by email will be acknowledged, however only those selected for an interview will be contacted. All applicants are thanked all applicants for their interest.

Customer Services Assistant II

Job Description

POSITION SUMMARY

Reporting to the Corporate Officer, the Customer Service Assistant II is a critical first point of contact at the Village of Cumberland and is responsible for processing payment receipts, answering public inquiries, receiving service requests and complaints, various reception duties, and the provision of a superior customer experience. The position may also provide clerical administrative support to all Village functions as directed.

The Customer Service Assistant collects basic information from public clients in order to provide public assistance and information, and directs inquiries to appropriate online, written, and staff resources. The position provides courteous and friendly customer service with the use of diplomacy and tact and is able to efficiently and effectively assist the public. Conflict resolution skills are an asset.

The position requires analytical, problem-solving, and communication skills, both verbal and written. The position requires independence of judgment and initiative in organizing work routines, information tracking, handling technical work problems and performing other duties.

RESPONSIBILITIES

Cash Receipting

1. Processes payment receipts for all Village functions and distributes receipts to appropriate staff as directed.
2. Balances daily cash.

Customer Service/Reception

1. Performs reception and telephone duties, as required, including answering general and routine public inquiries, and providing information and application forms and directing inquiries to appropriate online, written, and staff resources.
2. Maintains a public inquiry directory, receives and tracks customer service inquiries, tracks service requests and maintains databases and other records.
3. Records and observes patterns with respect to customer concerns/complaints and seeks guidance from or recommends actions for alleviation of those concerns to supervisor.
4. Liaises with other staff in order to effectively manage public inquiries and service requests.
5. Liaises with the website administrator and Corporate Officer to assist in determining pertinent information for posting to the Village's website.

6. Carries out safe work practices and adheres to safety and other work-related regulations; reports unsafe and/or insecure situations that may arise from time to time; implements emergency procedures as directed.
7. Performs basic clerical functions and other related duties as assigned or required from time to time.

MINIMUM QUALIFICATIONS:

Training, Education, and Experience Requirements

Completion of grade 12 and a certificate in Business Administration or related discipline.

Sound related public service, clerical and financial experience involving public contact is required. Experience working in local government or other high volume customer service role involving cash receipting in which accuracy is critical, and experience screening and directing inquiries.

An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Demonstrated ability to provide excellent customer service and the ability to deal in a courteous and tactful manner with members of the public, elected officials, a wide variety of internal customers and other government agencies.
- Demonstrated ability to intervene effectively in conflict situations, focusing on common objectives and maintaining productive relationships by understanding the underlying interests of others.
- Demonstrated ability to work cooperatively within a team and deal effectively and courteously with internal and external contacts, as well as ability to manage all interactions with positivity, promptness, interpersonal skill, tact, and diplomacy,
- Demonstrated proficiency in the completion of common office procedures inclusive of clerical, data entry and related duties.
- Ability to operate multi-line telephone.
- Demonstrated ability to adapt to a rapidly changing technological environment.
- Demonstrated advanced proficiency in the use of the Microsoft Office Suite, Adobe Acrobat, cash handling software, and varied computer applications.
- Sound knowledge of information available on the municipal website, various bylaws and of departmental rules, policies, and procedures governing the work.

- Demonstrated ability to effectively obtain accurate information on Village processes, procedures and service provision from online, written and staff resources, and clearly communicate this information to the public.
- Demonstrated ability to work both independently and unsupervised, and make independent decisions in accordance with departmental rules, regulations, policies and procedures.
- Demonstrated ability to multi-task and manage interruptions while processing duties within the time allotted to a high level of accuracy.
- Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances.
- Adaptability and enthusiasm to take on new challenges.
- Sound knowledge of business English; formatting of a variety of documents; and office procedures.

Training and skills on the following will be considered an asset:

- conflict management, de-escalation techniques, mental health, diversity and inclusion awareness.

REQUIRED LICENCES, CERTIFICATES AND ASSOCIATION MEMBERSHIPS:

- Current criminal record clearance

The Customer Service Assistant II is required to provide a satisfactory criminal record check in order to work in this position and is required to report to their supervisor any criminal charges laid against them that may be related to their employment in this position.

POSITION SALARY:

The wage for this position is per Schedule A of the agreement between CUPE Local 556 and The Corporation of the Village of Cumberland.

- Hourly rate: \$27.30 (2020)