

POSITION TITLE	Customer Service Representative / Cashier
DEPARTMENT	Corporate Services
SUMMARY OF DUTIES	To provide exceptional customer service to the public as first point of contact for the City through phone, email, and counter inquiries including cashier duties. To receive, record and update all revenues due to the City as Cashier. To issue tax certificates.
SUPERVISED BY	Customer Service and Revenue Manager
EDUCATION	Minimum of Ontario Secondary School Diploma required. 2 year Community College diploma in business, accounting or related field is an asset.
EXPERIENCE	Minimum 12 months experience in a customer service setting. Cashier and collections experience is an asset.
MAJOR RESPONSIBILITIES	(The following sets out the principal functions of the position and shall not be considered as a detailed description of all work requirements).
	<ul style="list-style-type: none"> • Act as primary contact for the City with the public from a variety of channels; telephone, email and counter. • Receive, assess, refer and answer inquiries related to all departments of the City such as tax, water, parking, forestry, roads maintenance, traffic operations, culture and recreation. • Triage requests, determining information needs and entering information in a variety of computer-based software applications. • Enter and maintain online requests, paper files and logs related to service requests. • Participate in on-going monitoring of telephone calls to ensure standards are being met. • Report regularly on the status of results and performance. • Process a variety of financial transactions for City services and programs including cash, debit and credit cards following department designated collection procedures and payment options. Complete monthly reconciliation preparation as required. • Other duties as assigned.

HUMAN RESOURCES

Not required to supervise or direct work of others.

FINANCIAL RESOURCES

Responsible for handling large volumes of cash or cheques.

MATERIAL RESOURCES

Carries out work assignments using a variety of office equipment including financial computer system, calculator, photocopier, printer and folding machine.

KNOWLEDGE

Knowledge of financial system, work order management system and other operational systems as required. Knowledge of office equipment used. Mathematical proficiency required (accounting knowledge an asset). Knowledge to process, balance and update daily cash and journal. Knowledge of other department services to respond to customer service inquiries.

PHYSICAL SKILL AND EFFORT

Manual dexterity to operate computer keyboard, calculator and other office equipment. Endurance and stamina during peak payment periods to stand at the cash counter (all day on due dates). Physical strength to replenish supply of paper for printer. Counter work requires close mental/visual concentration to ensure a high degree of accuracy in processing large volumes of cash and cheques. The work requires close mental/visual concentration to ensure accuracy in processing accounts receivable invoices and parking ticket payments and arrears notices, as required.

DECISION MAKING AND JUDGEMENT

Work is performed under the direct supervision of Manager. Procedures are established and policy manuals are available for reference. Judgement is exercised in determining appropriate personnel to direct inquiries to.

INTERPERSONAL SKILLS/CONTACTS

Interpersonal skills to communicate effectively and tactfully with the general public and respond to enquiries on a daily basis and provide collection calls to ratepayers and customers.

Internal:

With Manager and staff of own department to receive instructions, exchange information. With Staff of other departments to receive payments and exchange information

External:

With recipient of invoices and collection calls with customers. With the public to receive payments and provide information on City services and departments.
To provide lawyers with tax certificates.

WORKING CONDITIONS

Works in an office environment.

CONTROL OVER WORK SCHEDULE

Rarely required to work in excess of normal office hours.