



Customer Service Representative

Providing integrated service delivery to the residents and other customers of the Town of Greater Napanee, the successful applicant will provide exceptional service by addressing customer enquiries as the first point of contact whenever possible. The role will effectively and efficiently meet the needs of customers with a high degree of professionalism, courtesy, and care across all forms of communication including in-person at the front service counter, telephone, email, and website. The role will understand the functions of the entire organization to provide exceptional service delivery while maintaining a deeper focus on Building Construction and Land Use Planning matters.

Responsibilities:

- As the first and main point of contact for the public, the position ensures a positive and welcoming environment and maintains excellent customer service at the front service counter.
- Assists customers in securing services, completing bill payment transactions, assisting with concerns and complaints, as well as responding to a broad range of enquiries.
- Addresses difficult customer service situations with appropriate de-escalation skills and techniques.
- Maintains the goal of one-point of contact enquiry resolution, referring enquiries seamlessly to other staff and departments, taking steps to ensure service is provided with as few touchpoints as possible.
- Performs processing and recording of payments in accordance with Town policies, and accurately balances cash daily.
- Provides administrative support including keeping electronic records, service requests, and sorting mail.
- Assists customers with land use planning and building permitting matters including, but not limited to, receipt of applications, reviewing for completeness and processing payments.
- Processes sewage system applications and provides administrative assistance to sewage system inspection staff.
- Other duties as assigned.

Qualifications:

- Proficient with computer software applications (Microsoft business products, etc.) and the ability to adapt to new software implementations.
- Excellent written and oral communication skills.
- Minimum two years previous customer service and cashiering experience with proficiency in processing payments via cash, debit, and credit.
- Basic knowledge of general office procedures and practices, with good keyboarding skills.

- Good organizational and time management skills with a keen eye for detail and accuracy.
- Post-Secondary Diploma in Business Administration, Accounting, Office Administration, Customer Service, or related discipline considered an asset.

Salary Range: \$46,593 - \$54,507

Interested applicants should forward a resume and cover letter marked Customer Service Representative File # 13-2024 , no later than April 30 at 12 pm to:

hr@greaternapanee.com

Or you can deliver in person to:

Town of Greater Napanee
Attn: Human Resources
99 Advance Avenue
Napanee, ON K7R 3Y5

The Town of Greater Napanee is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Only those candidates selected for an interview will be contacted. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.