

City of Burlington

Non-Union Job Evaluation

Position:	Customer Service Associate
Department:	Parks & Recreation, Community Services
Current Job Rating:	Grade 6
Supervisor's Position:	Customer Service Coordinator

POSITION SUMMARY:

This position is responsible for providing key customer service support and sales support at various facilities across the City and provides some clerical support to staff. Works closely with the School Boards and major user groups in managing their space allocation and/or registration needs.

The City of Burlington expects all employees to work in an environmentally friendly way in all the tasks that they do; to work in a manner that is safe for themselves and others and to be aware of their health & safety obligations; to continually look for opportunities to improve their job that will result in excellence in municipal government and; to recognize the uniqueness of the individuals they come into contact with, and to treat them with dignity and respect.

DUTIES AND RESPONSIBILITIES:

This position exists in several locations and not all tasks are required at each location. The essential elements are key for all locations.

1. Provide support for the School Board permit reconciliation process.
2. Works with identified user groups to ensure the timely delivery of the allocation process and registration process. Provides customer service and deals with issues and concerns they may have.
3. Administers the subsidy management program.
4. Works as part of the team to develop and implement annual marketing/sales programs. May be required to providing training in the elements of the plans, including customer service process changes to other staff in the unit.
5. Support the membership/rental/registration process and corresponding sales plans as needed.
6. Assist the supervisory staff in developing weekly customer service staff schedules.
7. May assist with the opening or closing of the facility at the start or end of business hours.
8. Be aware of the emergency procedure, including fire plans, for the facility and control the foyer area.
9. Works to resolve customer service issues to foster and support customer relationships.
10. Works with supervisor to ensure that the goals and objectives for each year align with the larger marketing/sales and customer service programs.
11. Prepares reports and statistics related to registration and facility booking functions. Ensure information is timely, accurate and is presented in a format which is aligns with the recipient's needs. Works with other staff in the unit to resolve any data errors.
12. Works with Supervisor to ensure that staff are trained in corporate standards for customer service, financial matters (i.e. cash handling, reporting), etc.
13. May be required to provide reception, administrative and customer service directly with customers, clients, program participants and volunteers.

14. Ensures that problems in processes or systems are identified and reviewed to determine solutions, including process changes, updates to systems or reporting.
15. Provide assistance and orientation to volunteers and volunteer boards.
16. Coordinates Teen Tour Band performance schedule including fee required and transportation requirements. Assists with some administrative tasks for Teen Tour Band and Music in the Park.

POSITION SPECIFICATIONS:

Education: High School graduation with computer and office management training involving basic business and accounting skills.

Experience: 2 years general experience in office environments, including organizational, communication and public relation skills. Knowledge of computer applications required.

Work Environment: 35 hour work week; evening, weekend and holiday work may be required. Must provide own transportation. Visits to multiple locations during a shift may be required, including non-office sites.

Supervision:

Supervision Given: Provides no direct supervision, but may assign work and provide training, direction and general policy interpretations to employees and volunteers. Required to communicate performance issues to Coordinator.

Staff Years Supervised: None.

Time Pressures: Deadlines constant and can be inflexible. Demands high, with urgency required on a number of occasions. Often has simultaneous deadlines set by others requiring ability to handle multiple tasks at once. Turnaround times responsive to staff, council, community and project time frames.

Responsibility:

Supervision Received: Initiative is necessary to perform the day-to-day functions of the job. Most work is completed independent of the Supervisor.

Effect of Errors: Errors could result in timelines not being met, delays in accounting functions could result in late payments of bills or receipt of revenue. Most errors in typed material or in dealing with the public would be in misinformation, which may cause the Department and Corporation some embarrassment and result in decrease in public confidence and loss of revenue.

Freedom to Make Decisions: Employee generally has policies and procedures to follow, but must be able to make decisions on processing information based on a variety of choices.

Interpersonal Contacts:

Purpose: Deals routinely with the public, community groups, adhoc committees, agencies, partners, volunteers for the purpose of exchange of information. Deals with other staff contacts both internally and externally, including elected officials, senior management in government and professional contacts.

Nature: Contacts are generally pleasant, however, may be required to deal with difficult calls or contacts at the counter. Employee uses good judgment skills and tact and deals with most of the problem customers directly, but does have the option of passing them on to senior staff.

Employee is a team player.

Ingenuity: Employee has access to policies and procedures when resolving problems. Must be able to determine which is the appropriate solution given the specific situation.

Physical Demands: Few physical demands on the job.

Date: October 27, 2014

Updated WE and Supervision Given to ensure more clarity about expectations.

Signatures:

Incumbent(s): _____

Supervisor(s): _____

Department Head: _____

General Manager: _____