

**JOB DESCRIPTION**

<b>POSITION:</b>	<b>CUSTOMER SERVICE REPRESENTATIVE</b>		
<b>DEPARTMENT:</b>	Council Services	<b>UNION:</b>	C.U.P.E. Local 543
<b>LOCATION:</b>	Various	<b>JOB CODE:</b>	543018
<b>HOURS OF WORK:</b>	33.75	<b>GRADE/CLASS:</b>	0.05
<b>SHIFT WORK REQ'D:</b>	No		

**DUTIES:**

Reporting to the Supervisor of Information and Records, this position will respond to public inquiries directly at the counter and over the telephone concerning general information, various types of applications, by-law research, etc.; processes various application fees and issues receipts; provides primary backup to customer service receptionist; may be required to provide backup for mail & delivery; provides clerical support to the Council Services Department; schedules meetings for both internal and external customers in Corporate meeting rooms; issues invoices for external meeting room bookings as required; processes invoices using PeopleSoft Financials. Assists in all phases of Municipal Elections. Assists with the Records Management Program. Responsible for moving office supplies and elections materials as required. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

**QUALIFICATIONS:**

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalency;
- Must have over three (3) months of experience in a computerized office environment utilizing the Microsoft Suite of Products such as Word, Outlook, Excel;
- Must hold and maintain a current, valid and lawful class 'G' Driver's Licence in accordance with the Highway Traffic Act, for the purposes of operating a City of Windsor vehicle and provide a driver's abstract as a condition of employment;
- Must have a minimum typing proficiency of 50 wpm;
- Must have a pleasant, courteous manner and demonstrate excellent customer service skills;
- Must be able to work without detailed direction or close supervision and have the ability to interpret written instructions;
- Must have excellent interpersonal and communication skills and ability to communicate with difficult customers;
- Experience with PeopleSoft Financial System will be considered an asset;
- Customer service and communication courses and/or workshops taken will be considered an asset;
- The physical demands analysis associated with this job indicates a moderate level of work;
- Must complete a post offer agility test in an effort to assist the successful candidate in completing the position tasks safely and to aid in minimizing injuries on the job.

**In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.**