

HASTINGS



COUNTY

**MUNICIPALITY OF CENTRE HASTINGS  
JOB DESCRIPTION**

<b>CUSTOMER SERVICE SPECIALIST</b>		
<b>Department:</b> Finance	<b>Reports to:</b> Director of Finance	<b>Revision Date:</b> August 2023 <b>Salary Grid:</b> Grade 2

**POSITION SUMMARY:**

Under the supervision of the Director of Finance, the Customer Service Specialist is responsible for providing superior customer service to residents, the public and internal departments. The key duties of this position require exceptional organizational and accuracy skills in combination with an ability to manage multiple tasks while adhering to deadlines as well as provides exceptional customer service to the public, at the front counter and by telephone, through the processing of various payments and general inquiries. This position will also assist with other Finance functions including processing of processing of cash receipting and balancing of deposits.

**KEY RESPONSIBILITIES INCLUDE:**

- Acts as first point of contact in the office for the public, answering enquiries over the telephone or in person, providing routine information and referring caller/visitor to appropriate staff member when required
- Processes all outgoing mail, and schedules and coordinates scheduling of courier pick-ups, etc.
- Receives payments over the counter, through a variety of methods and issues receipts using the municipal financial software
- Assists with processing of cash receipts and preparation of associated bank deposits from all municipal sources and services
- Assists the public with the completion of applications, forms and other documentation in connection with governmental services
- Responds to requests, inquiries, and complaints on a daily basis
- Assists with maintaining and managing the filing system for both electronic and paper records in accordance with the records retention by-law
- Assists with the maintenance of retention schedules in accordance with The Ontario

Municipal Records Management System (TOMRMS)

- Assists with the transfer and disposition of corporate records
- Undertakes ongoing projects related to the upkeep of the corporate records inventory.
- Conducts general research to support municipal projects and initiatives
- Provides support corporate wide for municipal projects with respect to corporate and department initiatives and goals
- Provides administrative and clerical assistance to senior staff members as required
- Assists the Division Registrar with processing of Vital Statistics (Death Registrations)
- Other duties as assigned

***The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.***

#### **QUALIFICATIONS/EXPERIENCE/EDUCATION:**

- Must possess at minimum an Ontario Secondary School Diploma (OSSD)
- At least two-years' experience working in a reception/administrative role, ideally in municipal/government services setting.
- Strong working knowledge of computer programs such as Microsoft Word, Excel, Outlook
- Demonstrate strong interpersonal skills to deal politely and effectively with elected officials, staff members, external agencies, and the general public;
- Excellent verbal and written communication skills; and
- Ability to handle conflict including excellent problem-solving abilities.
- Finance experience would also be considered an asset.
- Valid Ontario class G Drivers' License and access to personal vehicle is required with a clean driver's abstract, and satisfactory Criminal Reference Check
- Ability to work independently and in a team setting with a high degree of confidentiality, autonomy, accuracy, and reliability;
- Ability to work in an open office environment with regular interruption and task-shifting