



THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

JOB TITLE: ServiceKING Associate	CLASSIFICATION: Contract (12-Months)
DEPARTMENT: Corporate Services	SALARY LEVEL: \$30.91/Hour
LOCATION: Municipal Centre, 2585 King Road, King City	

JOB PROFILE:

Function:

The ServiceKING Associate delivers a broad range of customer service activities and information to external and internal customers, relating to Township services.

The role of the ServiceKING Associate is to identify, direct and complete public service requests, answer general inquiries, perform front line administrative tasks and provide specialized information on a variety of services, including: property taxes, utility billing, water/wastewater, roads, waste management, parks and facilities, program registration, facility booking and other migrated services applicable to ServiceKING.

This position is the first line of contact for individuals seeking information and/or requiring services via various channels including telephone, in person, website and email, ensuring an exceptional customer service experience that supports the Township's Mission, Vision and Values.

Reports to:

- Manager of Communications & Public Engagement

Supervision Responsibilities:

- None.

Duties and Responsibilities:

- Acts as a primary contact for the Township of King, providing exceptional frontline customer service to external and internal customers relating to a range of Township programs and services via telephone, in-person, website and email. Establishes and maintains a positive and welcoming image and environment for customers using the ServiceKING Centre, and displays the ability to meet or exceed customer service standards.
- Delivers timely, knowledgeable, competent and efficient service to customers seeking information, services and/or resolution. Demonstrates the ability to meet

the needs of diverse clients with a focus on a fair outcome and a positive customer experience.

- Receives, assesses and/or refers and answers inquiries related to all departments of the Township, including tax, utility, by-law, road maintenance, traffic calming measures, parks and recreation, engineering and public works, clerks, building and planning.
- Processes a variety of financial transactions for Township services and programs, including cash, debit, credit, and cheque, following Finance department procedures and payment options. Payment processing duties include collecting and processing tax and water payments, invoice payments and payments from other departments, daily balancing and preparation of bank deposits.
- Assists customers in completing payment/transaction processing, including receiving money, making change and issuing receipts.
- Handles customer complaints in a mature, calm professional manner, referring matters to the ServiceKING Supervisor/Manager as appropriate.
- Maintains and fosters open communication and co-operation with internal service partners and department staff to provide continuity of service and service delivery in accordance with Township procedures and policies, as agreed in Service Level Agreements.
- Enters and maintains online requests.
- Enters and maintains all Ontario One Call requests and emergency locates.
- Researches, prepares, applies and submits adjustment requests for various departments regarding parking infractions, tax accounts, utility accounts, recreation programs, etc.
- Provides guidance and support to customers experiencing problems accessing or obtaining specialized information.
- Maintains file and electronic database system.
- Directs walk-in customers and assists with way-finding to appropriate department/service, meeting rooms, facilities, etc. when necessary. Provides direction and support for customers to access external services as deemed appropriate (i.e. other levels of government or community services, such as Region of York, Ministry of Transportation, Revenue Canada, Service Ontario etc.).
- Assists customers in the completion of various forms and applications relating to municipal services, including requests for licences and/or permits, referring to department partner for additional service as appropriate.
- Supports quality improvement initiatives by identifying and recommending process and service improvements within the ServiceKING Team and partnering with various departments and service partners to streamline and enhance customer service.
- Assists in and promotes the creation of new user-friendly processes for customers, including participation in professional development and training programs to support customer service delivery in a municipal environment.
- Participates in various Township initiatives with service partners and maintains related information and requested statistics as required.

- Performs administrative related tasks by creating and maintaining information in an accurate and timely manner, composing routine correspondence, letters, forms and labels, maintaining records of activity, performing data entry, updating files and preparing reports as directed.
- Maintains confidentiality of information accessed in accordance with Township policies and procedures.
- Supports the process of various licencing and permit applications, related to municipal and provincially regulated services.
- Assists customers with by-law related matters, maintaining a neutral manner and working with service partner for a fast resolution or referral to appropriate external resources.
- Manages the Township's CRM tool for working collaboratively with service partners to complete work orders, service requests and email requests. Utilizes and optimizes this tool to manage customer service functions, develop improved processes, maintain information and statistics as well as support continuous improvement in customer service delivery.
- Acts as initial point of contact for email to the Township of King from the Township's website contact page and ServiceKING email address.
- Promotes recreation services and assists customers with booking procedures, advising of conditions, requirements and program registrations.
- Maintains in/out key facility rental program.
- Attends to all general inquiries, such as telephone, fax, email, and walk-ins associated with resolving customer questions and queries, re-directing calls as necessary to the appropriate department or section.
- Responsible for opening and closing of front building door daily.
- Performs other related duties as assigned.

Education/Experience:

- Post-secondary courses in Business Administration, Office Administration, and Customer Service or related discipline, or equivalent experience.
- Community College Business Diploma or related Diploma preferred.
- Minimum of three (3) years' experience in a municipal office/customer service environment with multi-service provisions with cashiering functions; broad knowledge of a variety of municipal and government related services.
- Advanced customer service orientation with a focus on ensuring provisions of effective professional services.
- Proficiency and experience in the use of computers including: intermediate knowledge of Microsoft Excel, Word, Outlook and Access database programs, Internet, financial software, registration and booking software, social media platforms and other associated software; as well as the ability to organize files electronically and use voice mail systems.
- Excellent interpersonal and both verbal and written communication skills; ability to diffuse contentious situations; deal courteously and effectively with all levels of staff, the public, government officials, agencies and organizations.

- Effective organizational, time management and multi-tasking skills, with ability to prioritize work to meet customer service standards and deadlines without compromising services.
- High degree of accuracy, attention to detail and record keeping skills.
- Significant cash handling experience and related functions required.
- Must be able to operate multiple systems concurrently, including but not limited to multiple software applications and telephone hardware. Ability to learn new software programs easily.
- Must be reliable with a good attitude and have a demonstrative ability to participate as an effective team member.
- Dynamic customer service skills including well developed empathy and initiative skills to be able to assess customer's unspoken needs and quickly match up with resources available through ServiceKING.
- Excellent telephone etiquette, dictation and articulation.
- Ability to find information and provide customers with answers quickly and accurately while using multiple internal resources.
- Ability to work with figures, percentages, and a good understanding of business accounting concepts.
- Must demonstrate analytical and problem solving skills to probe information, assess situations and determine appropriate course of action.

Conditions of Employment:

- Work involves mental and visual concentration with frequent interruptions.
- Availability to work flexible shifts outside of regular operational hours, as required.

Department Head: _____

Date Approved: _____

Supervisor (if applicable): _____

Date Approved: _____

Incumbent: _____

Date Signed: _____