



POSITION VACANCY

Call Number:	2024 - 45
Position:	Manager of Customer Service
Type of Vacancy:	Permanent
Work Schedule:	Monday to Friday, 8:30am to 4:30pm (35-hour work week) May be subject to evening/weekend coverage as required.
Location:	City Hall (4310 Queen Street, Niagara Falls)
Salary Range:	\$94,914 to \$118,642 plus comprehensive benefit package
Date Posted:	April 8, 2024
Closing Date:	April 22, 2024 at 4:00pm

“Delivering exceptional service by putting residents at the heart of everything we do!”

In this role, each day will be exciting and fast-paced as you take the lead in raising service standards with the inception of the City’s new customer service strategy. Through collaboration and innovation, you will be a change-maker assisting with developing improved processes and technology to enhance the City’s customer service experience.

With the support of an enthusiastic team that is being established, you will closely collaborate with internal departments and external stakeholders to ensure the City “delivers a welcoming and consistent customer service experience centered around the people we serve.”

As the successful candidate, you will be resilient, have a positive “can do” attitude, and possess the ability to deliver customer service leadership at a high standard.

Further details on this position are attached. To apply, please submit a cover letter and resume via www.niagarafalls.ca/jobs. Applications must be submitted online and will be accepted until **4:00 pm on April 22, 2024**.

The City of Niagara Falls is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. Upon request, the City will accommodate the accessibility needs of applicants under the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act (AODA)* throughout all stages of the recruitment, selection, and interview process. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

CITY OF NIAGARA FALLS

POSITION DESCRIPTION

This description reflects the general details considered necessary to describe the principle functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

POSITION TITLE:	Manager of Customer Service
DIVISION/DEPARTMENT:	Corporate Services
RESPONSIBLE TO:	General Manager of Corporate Services
SUPERVISES:	Supervisor of Customer Service – CRM Administrator

POSITION SUMMARY:

Develops and operationalizes the City's customer service strategic goals and objectives through projects and change management initiatives to deliver a welcoming and consistent customer service experiences, centered around the people we serve.

Provides oversight, leadership and direction of centralized customer services for the City in a multi-channel, multi-location, first contact resolution customer service approach. Ensures adequate service levels are met and exceeded by embracing strong commitment to service delivery excellence.

Builds and maintains strategic internal and external business partnerships, effective leadership of a diverse, high-performing team of service professionals, and the planning and implementation of short and long-range process and technology improvements in alignment with corporate strategies.

Effectively leads significant change while consistently fostering a customer-orientated service culture and ensuring operational business continuity.

RESPONSIBLE FOR:

1. Builds and manages strong working relationships with a diverse set of internal and external stakeholder groups: collaborating on key service activities, emerging trends, assessing readiness, business planning and managing change (people, processes and technology) required to implement innovative, integrated customer service enhancements across multiple channels.
2. Leads the ongoing development of the external customer service delivery model for the organization. Determines options, assessing and recommending the best course of action to balance internal and external customer needs.
3. Negotiates resolution of complex, unique or sensitive issues between individuals and/or affected groups with conflicting viewpoints pertaining to service delivery. Fosters a culture of collaboration within internal departments for a consistent customer service experience.
4. Engages with customers to understand their needs, expectations, and preferences.
5. Develops and executes annual corporate customer service objectives that map to strategic objectives and evaluates outcomes.
6. Maintains partnerships and networks that will enable multi-jurisdictional customer service solutions.
7. Develops, establishes, and monitors customer service standards and processes.
8. Ensures that performance indicators are established and results analyzed and communicated to stakeholders and Corporate Leadership Team.

9. Establishes service level agreements and/or partnership agreements and performance standards are in place.
10. Ensures proper resourcing, coverage levels, and training. Mentors and coaches a diverse service delivery team.
11. Hires within approved allocation, supervises, and conducts performance planning for staff (goal setting, review, appraisals), as assigned and ensures performance process is complete for all areas of the department.
12. Prepares annual budget as it relates to the centralized customer service portfolio and to monitor the approved budget.
13. Prepares and presents written or verbal reports, policies and procedures and/or recommendations to CAO, General Managers, Directors, Managers, staff, Council, external agencies and the public as required.
14. Participates in various corporate initiatives, committees and/or working groups including but not limited to the Customer Service Steering Committee.
15. Performs other related duties as assigned.

POSITION REQUIREMENTS / QUALIFICATIONS:

- Post secondary degree in public administration, business administration, or related field.
- At least five (5) years of experience in management, with broad multi-discipline experience in a leadership capacity. Municipal experience preferred.
- Previous experience with point-of-sale, customer relationship management, call-centre environments, financial solutions and industry standards and best practices.
- Proven effective leadership and demonstrated skills to lead, coach, mentor and motivate a team.
- Experience with continuous quality improvement and exceptional project management skills with the ability to multi-task while working in a fast-paced environment.
- Ability to promptly respond to people and situations while under pressure with sound judgement and decision-making capabilities.
- Knowledge of contact centre metrics and their impact on customer service.
- Strong time management practices, organizational skills and keen attention to detail.