



## POSITION VACANCY

<b>Call Number:</b>	<b>2024 - 46</b>
<b>Position:</b>	<b>Supervisor of Customer Service – CRM Administrator</b>
<b>Type of Vacancy:</b>	Permanent
<b>Work Schedule:</b>	Monday to Friday, 8:30am to 4:30pm (35-hour work week) May be subject to evening/weekend coverage as determined or required.
<b>Location:</b>	City Hall (4310 Queen Street, Niagara Falls)
<b>Salary Range:</b>	\$87,358 to \$109,198 plus comprehensive benefit package
<b>Date Posted:</b>	April 8, 2024
<b>Closing Date:</b>	<b>April 22, 2024 at 4:00pm</b>

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

In this role, you will have the ability to make tangible impacts on the lives of each City of Niagara Falls resident - connecting them with resources, navigating challenges and finding real solutions to help people.

This position will challenge you to lead and use customer-service and problem-solving best practices 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](http://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:** Supervisor of Customer Service – CRM Administrator

**DIVISION/DEPARTMENT:** Corporate Services

**RESPONSIBLE TO:** Manager of Customer Service

**SUPERVISES:** Service Specialist(s)  
Service Advisor(s)

#### POSITION SUMMARY:

Embraces a strong commitment to service delivery excellence and creating outstanding customer experiences through the supervision of daily operations of centralized customer services for the City in a multi-channel, multi-location, first contact resolution customer service approach and to ensure performance metrics and objectives are met.

Creates, maps and documents inquiry handling processes, procedures, knowledge articles and scripting.

Works closely with various internal and external stakeholders to ensure the effective implementation and corporate roll-out of the new CRM software, identifying service-level gaps while creating efficient and streamlined solutions. Develops and oversees implementation schedule(s) to ensure service level targets are met and reports on project costs relative to budget.

Supervises, creates and maintains content, business process mapping, and attachments in the customer relationship management (CRM) software.

Participates in workforce planning, including forecasting, scheduling, and providing data and recommendations to leadership team.

Develops, delivers, and monitors a quality assurance program, including staff training and development, and monitoring key performance metrics.

#### RESPONSIBLE FOR:

1. Supervises daily operations, provides technical direction to staff, and guidance on processes and procedures to ensure adequate service levels. Provides leadership and direction on responding to inquiries, resolving issues, and distributing materials. Liaises internally to ensure services meet business units' needs.
2. Supervises/creates, researches, and maintains information in the CRM, in collaboration with customer service staff and others. Works with business units to ensure the knowledgebase component of the CRM is relevant, reviewed and updated. Identifies gaps and inconsistencies in process mapping/procedures and ensures same are revised/resolved.
3. Conducts focus groups/interviews with business units to identify content that informs call scripts and business process mapping. Creates and documents call scripts and identifies frequently asked questions. Monitors work flows and recommends service efficiencies and improvements. Ensures CRM configurations meet business requirements.

4. Reviews data collected and analyzed to identify trends, needs, and expectations. Supervises the collection and tracking of data metrics. Develops plans and recommends changes to improve service delivery and customer satisfaction.
5. Research, develop, and monitor a quality assurance program for performance standards, targets, and staff development.
6. Coordinates and delivers the design, and evaluation of training programs for new hires and ongoing training and coaching. Monitors and evaluates staff compliance and understanding of same and recommends corrective actions. Conducts regular coaching or feedback sessions. Ensures staff access to resources, information, training, and tools. Develops, maintains, and updates training reference materials, manuals, and job aids. Develops and recommends a training budget.
7. Develops workforce planning/forecasting and builds schedules to ensure service level targets are met. Monitors staff compliance with schedules to ensure consistent coverage/service. Coordinates and approves staff vacation/time off/ absences. Administers and monitors staffing schedules.
8. Hires within approved allocation, supervises, and conducts performance planning for staff (goal setting, review, appraisals), as assigned and ensures performance process is complete.
9. Compiles statistical information and analysis with respect to departmental performance measures and programs.
10. Prepares and presents written or verbal reports, policies, and procedures and/or recommendations as required.
11. Performs other related duties as assigned.

**POSITION REQUIREMENTS/QUALIFICATIONS:**

- Post secondary degree or diploma in public administration, business administration, or related field.
- At least three (3) years of experience in a call centre or customer service environment with experience in people management and proven ability to motivate and engage team members.
- 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.
- Ability to cultivate and collaborate to maintain cross functional relationships to deliver customer service excellence.
- 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.
- Superior customer service skills with strong written and verbal communication skills.