



## POSTING

Operations Clerk

Full-time Permanent Opportunity

***Why Choose Loyalist for Your Next Great Career Opportunity?*** Our team is passionate about providing excellent customer service to the residents we serve. We encourage learning and development and believe in a respectful, team-based workplace that is effective and welcoming. Plus, we like to have fun while accomplishing great things for our Residents!

*Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and benefits, including a defined benefit pension plan (OMERS) and free counselling services for staff and their families. Service to our community and each other is what we do.*

*Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with several smaller hamlets throughout, including an island community accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts a lively downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.*

***What do You offer Loyalist as an Operations Clerk?*** You thrive in a fast-paced environment and bring a positive attitude to challenges. You use your time management and organizational skills to prioritize conflicting demands and deliver on service standards. You take pride in providing excellent customer service in all facets of your job from internal communications to dealings with the public. It's not always easy being to first point of contact for resident inquiries/complaints but you demonstrate patience, tact, and compassion when assisting residents. If this sounds like you, apply today!

Loyalist Township invites applications for this permanent full-time position, which is covered by the CUPE Local 2150 Collective Agreement.

File No: 2021-56 Operations Clerk

Hours: 35 per week

Hourly Rate: \$28.88 per hour (2022), 90% in the first 3 months

Closing: December 5th, 2021, 11:59 p.m.

A detailed job description is below. Please submit your cover letter and resume using the online form by selecting the apply now button:

[APPLY NOW!](#)



## **JOB DESCRIPTION**

**POSITION TITLE: OPERATIONS CLERK**

**DEPARTMENT: COMMUNITY AND CUSTOMER SERVICES**

**REPORTS TO: DIRECTOR OF COMMUNITY AND CUSTOMER SERVICES**

**CATEGORY: CUPE – PERMANENT FULL-TIME**

**UPDATED: NEW NOVEMBER 2021**

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### **POSITIONS SUMMARY:**

This role is an integral part of service delivery to the residents and other customers of Loyalist Township and contributes to the achievement of our Strategic Plan. The incumbent role models exceptional service by satisfying customer enquiries as the first point of contact whenever possible. The Operations Clerk will support operations of the Community and Customer Services department, comprised of three divisions, Public Works, Facilities and Recreation, and Heritage, Culture and Tourism, with demanding day to day work by responding to general enquiries and other administrative tasks.

The position will involve utilizing multiple computer software platforms to assist with the smooth operations of the Community and Customer Services department. The role is dynamic within an ever-changing municipal government environment.

### **MINIMUM QUALIFICATIONS -EDUCATION & EXPERIENCE:**

- Two-years of post-secondary education in business administration, office administration, or related discipline.
- Two years experience as an office administration professional with a customer service focus, experience within the municipal government or similar public – sector is preferred.
- Working knowledge of municipal legislation/regulations is an asset
- Experience dealing with legal documents, accounting spreadsheets, and working within a highly confidential environment, preferred
- An equivalent combination of education and experience will be considered

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Excellent business administration skills with a sound knowledge of current office management practices
- Excellent written and oral communication skills

- High degree of organizational and time management skills, a keen eye for detail and accuracy
- ability to prioritize, schedule work projects and manage interruptions to meet deadlines independently, in a fast-paced environment
- Strong critical thinking skills, with the ability to identify process and system improvement opportunities
- Self-motivated with the ability to work proactively, with little supervision
- Attention to detail with high degree of accuracy while managing competing priorities and timelines
- Ability to resolve complaints and problems in a professional manner, using courtesy and tact, and effective de-escalation techniques
- Team orientation with an unwavering commitment to helping complete whatever needs to get done to support the services delivered by the Community and Customer Services department
- Proficient with computer software applications, (Excel, Word, Outlook, etc.) and the ability to adapt quickly to new software; experience with CityWide Solutions, iCity (Vadim) and PerfectMind is an asset.

#### **DUTIES AND RESPONSIBILITIES:**

- As one of the main points of contact for the public, provides a positive and friendly level of customer service in-person, via telephone, email, and the website and/or other social media platforms
- Maintains the goal of one-point of contact inquiry resolution, referring enquiries seamlessly to other staff and departments, taking steps to ensure service is provided with as few touchpoints as possible
- Provides accurate and specialized information to external and internal customer/users of a wide variety of Township service issues
- Address difficult customer service situations with appropriate de-escalation skills and techniques, bringing the matter to the appropriate management staff when necessary
- Supports CCS department with timely customer complaint responses
- Initiates service requests using CityWide Solutions software, based on the needs of customers
- Audits the service request system to address service delay issues, duplication, accuracy, and data integrity
- Maintains and updates databases as required
- Develop a variety of data generated reports and distribute to appropriate staff for follow up

- Provide management support in the research and development of various projects across the three divisions
- Collaborates with others to improve service request system effectiveness and efficiency
- Work with management to develop and maintain workflow processes
- Keep standard operating procedures current as continuous improvements are achieved
- Assist in providing job-specific orientation for new staff
- Track inquiries and customer provision-related information in a shared database with other customer service associates/administrative professionals
- Conducts analysis to assess call volumes, identify frequently asked questions, and improve accuracy and currency of information
- Collaborates with others to improve administrative systems and processes, information sharing strategies, and overall efficiency and effectiveness
- Leverages technology to find new efficiencies
- As a member of the broader Loyalist team of administrative and customer service professional, this position provided relief and back-up as required
- Responsible as an employee for health and safety, including working safely within requirements of legislation and policies, reporting hazards, and maintaining a safe and clean environment
- As a “super-user”, supports others in the use of computer technology; cloud-based software applications
- Participates in mandatory training and/or voluntary professional development to stay current in knowledge, skills, and abilities
- Collaborates as a member of the departmental/divisional team, as well as a member of the broader Loyalist Township team to meet the goals as established by Council
- Strives to communicate clearly with stakeholders to ensure timely sharing of information occurs
- Treats others with dignity and respect, ensuring the work environment is inclusive and welcoming
- Other duties as assigned

### **WORKING RELATIONSHIPS:**

Internal

Daily communication with Township employees

External

Daily interaction with Township residents and visitors

**WORKING CONDITIONS:**

Normal office environment working conditions apply. May be seated and/or standing for long periods (3-4 hours). Some walking between departments. Some exposure to irate, irrational people. Some pressure due to workload and competing demands.

*\*Regular work schedule is 35 hours per week..*

*The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.*