



## POSTING

Customer Service Associate  
Temporary Full-time Opportunity (12-18 months)

***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 access to benefits, including a free membership at the Recreation Centre 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 a Customer Service Associate?*** *You take pride in providing excellent customer service in all facets of your job. You handle every customer interaction with professionalism, courtesy, and care. You bring a positive approach to challenges, are very organized and are able to prioritize competing demands. You lead by example, are forward thinking, and inspire continuous improvement in customer care services and processes.*

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

File No: 2022-04 Customer Service Associate  
Hours: 35 per week  
Hourly Rate: \$24.79 per hour (2022), 90% in first three months  
Closing: January 30th, 2022, 11:59 p.m.

Please submit your cover letter and resume using the online form by selecting the apply now button:

**APPLY NOW!**



## **JOB DESCRIPTION**

**POSITION TITLE: CUSTOMER SERVICE ASSOCIATE**

**DEPARTMENT: BUSINESS SERVICES**

**REPORTS TO: DEPUTY TREASURER**

**CATEGORY: TEMPORARY FULL-TIME CUPE**

**UPDATED: JANUARY 2021**

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### **POSITION 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 Customer Service Associate (CSA) role models exceptional service by satisfying customer inquiries as the first point of contact whenever possible. The incumbent meets or exceeds customer needs effectively and efficiently with a high degree of professionalism, courtesy and care, every time. This role assists the Supervisor in providing job-specific orientation for new part-time Customer Service Representatives and provides guidance and support when needed to ensure excellence in customer service across Loyalist Township, via all mediums including telephone, email and website customer contacts. This role is also responsible for supporting continuous improvement in customer care systems and processes so that we achieve a positive customer service experience each and every time.

### **MINIMUM QUALIFICATIONS AND SKILLS:**

- Minimum Secondary School Diploma with formal training in customer service practices.
- Service aptitude and attributes demonstrated by the ability to use interpersonal skills like enthusiasm, charisma, empathy, patience, in every customer interaction.
- Post-Secondary Diploma in Business Administration, Accounting, Office Administration, Customer Service, or related discipline considered an asset.
- Minimum two-years previous customer service and cashiering experience with proficiency in processing payments via cash, debit and credit.
- Excellent communication skills with a proven ability to be positive, engaging and articulate.
- Ability to resolve complaints and problems in a professional manner, using courtesy and tact, and effective de-escalation techniques.
- Values being a role-model in a customer service team, with the ability to assist team members in a supportive manner.



- Proficient with computer software applications, (Excel, Word, Outlook, etc.) and the ability to adapt quickly to new software; experience with CityWide Solutions, Vadim and PerfectMind is an asset.
- Basic knowledge of general office procedures and practices, with good keyboarding skills.
- Good organizational and time management skills with a keen eye for detail and accuracy.
- Able to work with minimal supervision and take initiative to assist others and contribute to improving processes.
- Able to maintain confidentiality and handle sensitive information with appropriate care.
- Required to obtain and maintain satisfactory Criminal Record Check (CPIC).

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

- Assists customers in securing services, completing bill payment transactions, completing registration for various programs and single use facility bookings, assisting with concerns and complaints, as well as responding to a broad range of inquiries.
- As the first and main point of contact for the public, the position ensures a positive and welcoming environment and maintains excellent customer service every time, in-person, via telephone, email, and the website.
- Provides specialized information to external and internal customer/users of Township services.
- Addresses difficult customer service situations with appropriate de-escalation skills and techniques, bringing the matter to Supervisor when necessary.
- Initiates service requests using CityWide Solutions software, based on the needs of customers.
- Operates multi-line, voicemail phone system including programming and preparing automated voice messages.
- 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.
- Assists the Supervisor in providing job-specific orientation for new customer service staff and helps keep standard operating procedures current as continuous improvements are achieved.
- Performs processing and recording of payments in accordance with Township policies, and accurately balance cash daily.
- Provides administrative support including keeping electronic records, service requests, sorting mail.
- Administers recreational programming registration using PerfectMind software.
- 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.



**WORKING RELATIONSHIPS:**

Internal

Daily communication with Township employees

External

Daily interaction with Township residents and visitors

**WORKING CONDITIONS:**

Normal office-type environment (may be located in office or other municipal buildings). Hours of work may be adjusted to include evening and weekend shifts to meet operational needs. May be seated for long periods (3-4 hours).

*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.*