



CAREER OPPORTUNITY

Position Title:	Customer Service Representative (Temporary)
Classification:	C.U.P.E Local 768
Competition Number:	2024 - 35
Salary:	\$24.32/hr (probationary) - \$27.02
Closing Date:	Resume review will commence August 12, 2024, and will remain open until a suitable candidate is found.

The City of Corner Brook is presently accepting applications for the temporary full-time position of **CUSTOMER SERVICE REPRESENTATIVE** with the Department of Finance & Administration.

The **Customer Service Representative** (CSR) will report to the Manager of Treasury Services, or designate, and will be responsible for providing information and assistance to members of the public and the business community through the City of Corner Brook customer service desk at City Hall. The person(s) holding the position will serve as the first point of contact for visitors to City Hall. The CSR must therefore be knowledgeable in the rudimentary requirements in areas relating to municipal development, engineering and treasury services and be competent to effectively communicate the requirements of the various divisions to the enquiring parties. This person will be required to provide proper assistance with completion of various applications, tourism inquiries, permit fees, taxation payments and general enquiries. This person will receive enquiries and customer service requests and ensure that sufficient information is gathered to forward the matter to the applicable parties as necessary for follow-up, as well as provide clerical services as required. The Customer Services Representative will provide guidance and mentoring to other employees and serve as a monitor to the overall delivery of customer service through the front desk.

Qualifications: Completion of an Office or Business Administration degree or diploma supplemented with a minimum of 36 months of work-related experience, of which a minimum of 24 months must have been working with the City of Corner Brook. Must possess excellent communication skills for liaising and communicating with customers and internal departmental staff and be able to deal with people sensitively, tactfully and professionally at all times. Must have a working knowledge of proper accounting principles and practices and have knowledge of the city's application process. Strong computer skills are a requirement of this position .

The above responsibilities reflect the duties necessary to describe the principal functions of the job and shall not be considered as a detailed description of all duties of the job.

The City of Corner Brook will provide support throughout the recruitment process to applicants with disabilities, including accommodation that considers an applicant's accessibility needs. Candidates are encouraged to discuss specific needs with the City's Human Resources division, by emailing hr@cornerbrook.com

The City of Corner Brook thanks all applicants for their interest, however, only those selected for an interview will be contacted.

Please submit résumés **giving complete details of qualifications** to the Human Resources Department via Email: careers@cornerbrook.com