



## Customer Service Associate (Job # 2025-014-IE)

<b>Department:</b>	Community Services
<b>Status:</b>	Full Time, Permanent
<b>Date Posted:</b>	January 13, 2025
<b>Date Closing:</b>	<b>January 27, 2025, 4:00 p.m.</b>
<b>Number of Positions:</b>	1
<b>Scheduled Hours/Shifts:</b>	35 hours per week
<b>Salary:</b>	\$58,762 - \$71,492 annually
<b>Flexible Working Arrangements:</b>	Yes

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### WHY Stouffville:

Working for the Town of Stouffville means being a part of one of HRD Canada's Best Places to Work. Here, we foster a sense of belonging as a tightknit workforce. The Town is dedicated to supporting its employees, by providing competitive compensation, OMERS Pension, employer funded benefits, paid vacation, sick time, EAP and flexible work arrangements, to help you prioritize what matters most.

The Town is looking for a proactive and customer-focused individual to join our team as a Customer Service Associate, where you'll have the opportunity to make a direct impact on our community. In this dynamic role, you will work both independently and collaboratively with a supportive team to assist residents with their inquiries, provide resolutions, and connect them to the appropriate departments. We value adaptability and resourcefulness, as our environment is fast-paced and ever-changing. As the first point of contact, you'll play a critical role in ensuring a seamless resident experience while working closely with all departments to resolve issues efficiently. As part of the Stouffville Team, you'll enjoy a positive, collaborative work environment, the opportunity for professional growth, and a fulfilling career that allows you to make a real difference.

We are committed to being an equal opportunity employer, supportive of an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. At the Town, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

### Position Purpose:

Provides excellent customer service within the prescribed and defined service standards through effective and efficient handling of general inquiries for all departments and provides detailed services for integrated departments; this includes a broad range of customer service activities in all methods of contact such as phone, walk-in, e-mail, point of sale and fax. Provides information specific to the customer's needs regarding programs and services offered by the Town of Stouffville. Customer Service Associates are responsible for responding to inquiries from customers, staff and Mayor and Members of Council both in the Contact Centre and at our service counter, including those of a confidential and/or sensitive nature. The position assists customers in securing or obtaining services and completing financial transactions for both customers and internal transaction requests from staff. Responsible for opening and updating service requests for multiple departments and referring callers to appropriate levels of government or agencies as required.

### Qualifications and Requirements:

- Provides exceptional frontline customer service as a first point of contact to external and internal customers relating to diverse Town programs and services via various channels including, telephone, in-person, website, fax, and email. Refers customers to the appropriate levels of government and agencies when required (ie. York

Region, Service Canada, Service Ontario, etc.) Customer Service Associates are knowledgeable regarding services by the Town and provide direction, assistance and options to customers for all inquiries.

- Maintains and fosters open communication and co-operation with internal partner departments to provide continuity of service and optimum service delivery in accordance with Town protocols and procedures.
- Utilizes multiple applications including, but not limited to; Service Request Manager, Cityview, AIMS, Stone Orchard, Great Plains, GIS Mapping, Bell, Town Website, WaterWatch, Office Suite and Sharepoint.
- Provides a broad range of information concerning the Town's services, requiring varying degrees of research and personal contact in accordance with customer service protocols and procedures. Provides information with tact and diplomacy while maintaining the highest level of professionalism in a fast-paced environment.
- Assists customers in the completion of various forms and applications relating to municipal services.
- Delivers timely, knowledgeable, competent and efficient service to customers seeking information, services and/or resolution. Displays ability to meet the needs of diverse clients with a focus on a fair outcome and a positive customer experience. Must be able to manage and diffuse irate customers while exercising diplomacy, professionalism and maintaining service excellence.
- CSA's are the first point of contact in-person at the Service counter. Duties include, but are not limited to; providing support with meetings and greeting / assisting visitors for Mayor, Members of Council and all departments and handling deliveries, packages and items for the Town. CSA's will assist with coordinating appointments between staff and customers.
- Communicate and participate in regular meetings and coaching sessions with Management as well as integrated departments for day-to-day operations as well as departmental or procedural updates.
- Provides management with real-time information that may require immediate changes to information or applications such as knowledge bases, resources or service requests.
- Provides general administrative support services assigned such as; ordering supplies, assisting other departments with mail outs and maintaining supplies and literature at the Service Counter.

### **How to apply:**

Please forward your resume in confidence by **January 27, 2025, at 4:00 p.m.**, identifying **Job # 2025-014-IE** in the subject line to [hr@townofws.ca](mailto:hr@townofws.ca).

Please save your resume in PDF version and save the document in the following format: *Full name, Position Title*

**We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.**