

## Job Information

Job title	<b>Customer Service Representative</b>	Job Code: CSREP	Pay Grade: D
Title of immediate supervisor	Deputy Legislative Manager		
Department/Division	Legislative Services		
Prepared by	N. Pallan		
Date Created	Feb 26, 2015	Revised date	Aug 8, 2017
Dept Head Signature		Date	

## Job Purpose

Provides customer service through answering the switchboard, being the Municipal Hall receptionist and providing information services to the general public and Saanich staff. Assists in the maintenance of web content which includes monitoring the District's websites, Intranet, and social media sites.

## Duties and Responsibilities

- Provides reception and assistance to callers and visitors to the Municipal Hall.
- Operates the central municipal multi-line telephone switchboard including answering all calls and transferring to the appropriate Department or individual.
- Interacts with clients by sharing and receiving information and is required to deal with requests and complaints.
- Updates, monitors and assists in the maintenance of the District's websites, Intranet site and social media accounts.
- Assists web authors in keeping online information current.
- Maintains logs such as key sign out, work alone procedures and Municipal Hall pool of cars.
- Maintains the Internal Saanich event calendar for public events.
- Manages the auxiliary call list.
- Performs cell phone maintenance and contract management for the District
- Acts as first contact for emergencies (first aid, power failure and fire drills).
- Provide support in coordinating a call centre and social media team in the event of a significant emergency.
- Trains relief operators.
- Performs other related duties as required.

## Qualifications

- Grade 12 or equivalent plus courses in office administration.
- 6 months experience operating a multi-line telephone system and providing customer reception services.
- Experience managing a variety of corporate social media accounts.
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 45 wpm.

## Physical Requirements

No physical activity required.

## Working Conditions

Works in an office environment.