



**Corporate Services Facilitator
Contract Full-Time – 18 months
Job Posting #: 2024-19**

The City of Owen Sound is seeking motivated professionals for the Corporate Services Facilitator to act as primary response/ customer service representative for all incoming phone calls for the Corporation and take on responsibility for customer first-call resolution for new city services and wherever possible utilize a system. This position will also support and represent the Corporate Services Department in a professional manner assisting staff and public and to provide a wide variety of clerical and technical support to the Finance, Information Technology, Human Resources, Purchasing and Risk Management, Clerks, and By-law divisions.



Owen Sound is a diverse and culturally rich community located on the southern shores of Georgian Bay in Southern Ontario, approximately two hours north of Toronto, and on the doorstep of the Bruce Peninsula. Owen Sound is the largest urban community in Grey and Bruce counties characterized by a magnificent harbour and bay, two winding rivers, tree-lined streets, an extensive parks system, and tree-covered hillsides and ravines. The City of Owen Sound municipal offices are located in the City's historic downtown core. Urban convenience is reconciled with balanced lifestyle in this welcoming, vibrant and growing community. Enjoy visits to galleries, library, theatres, museums, festivals, local shopping and dining right outside the doors of City Hall.

The successful candidate will have a college diploma or equivalent education and experience. A degree or diploma in Business Administration or Communications is considered an asset. A minimum of three (3) years in an office setting is required. Customer Service experience in a multi-faceted organization an asset.

Skills and Competencies at the working level:

- Computer literate including excellent keyboarding skills and working knowledge of Microsoft Office Suite
- A dynamic team player who is well versed in managing social media channels and websites
- Must be capable of working on own initiative, handle responsibilities with limited supervision
- The ideal candidate will have experience in managing multiple projects simultaneously, have strong communication and interpersonal skills
- Project a pleasant, courteous and diplomatic image when dealing with staff and the public. Demonstrate professional judgement and political acumen
- Must be capable of keeping confidential information of other City employees and information pertaining to the Department and City affairs including, but not limited to, Union Agreements, Performance Appraisals, disciplinary matters and capital and operating budget projections.

The annual salary range for this position is \$53,016 - \$64,657. To explore this opportunity further, we invite applicants to forward their resume and cover letter by Friday, April 19, 2024 at 4:30pm to:

Human Resources Manager
City of Owen Sound
E-mail: hrjobposting@owensound.ca

The City of Owen Sound is proud to be an equal opportunity employer, valuing and respecting diversity. We are committed to inclusive, barrier-free recruitment and selection processes. We will accommodate the needs of qualified applicants under the *Human Rights Code* and the *Accessibility for Ontarians Disabilities Act*, in all aspects of the hiring process, upon request. We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and will only be used for candidate selection.



JOB DESCRIPTION

Department: Corporate Services

Job Title: Corporate Services Facilitator

Employee Group: Non-Union

Direct Supervisor: Deputy Treasurer

Revision Date: April 2024

Position Summary and Scope:

To act as primary response/customer service representative for all incoming phone calls for the Corporation and take on responsibility for customer first-call resolution for new city services and wherever possible utilize a system.

To support and represent the Corporate Services Department in a professional manner assisting staff and public and to provide a wide variety of clerical and technical support to the Finance, Information Technology, Human Resources, Purchasing and Risk Management, Clerks and By-law divisions.

Duties and Accountabilities:

- Demonstrate a high level of care and concern for your role, your coworkers and the Residents and Visitors to the City of Owen Sound.
- Responsible for providing administrative support to Corporate Services including Finance, HR, IT, Clerk Services, By-law, Purchasing and Risk Management.
- Act as primary response /customer service representative for incoming phone calls to City Hall providing accurate, customer-focused responses and taking on responsibility for customer first call resolution wherever possible.
- Provides project management and project-specific support to projects within the Corporate Services department, including working with the department to facilitate improvements to existing processes as well as the implementation of new initiatives as directed by the City's strategic objectives
- Provide backup support to front counter staff by providing customer service to walk-in customers as required based on the volume of customers, including answering questions, accepting payments, selling parking and transit passes, bag tags, etc.
- Support the City's Website Administrator for Corporate Services web pages and support staff to ensure that their own portfolios and related content on the website is accurate, complete, up-to-date and easily found.
- Coordinate Corporate Services Committee meetings, including sending invitations to the Committee members, creating and distributing agenda packages, taking meeting minutes, and uploading the final minutes to the City's website. Complete committee follow up including action tracking.
- Coordinate Corporate Services Managers' Meeting including agendas, meeting summaries and action tracking
- Review all documentation prepared by Corporate Services staff for proper format, content, grammar and spelling and verifying that accessibility standards are met.
- Administer SHARE (Sharepoint) and support records management for files held by divisions within corporate services
- Administer the facility request/help desk inquires by triaging requests and updating SHARE
- Assist in the preparation of purchase order requests and coding of invoices for departmental purchases. Assist with inputting invoices and payment requests for accounts payable
- Pull together records for FOI and Property Inquiry requests that relate to By-law inspection and control
- Assist By-law in completing work order checks and business licence application checks
- Act as the first point of contact for customer tax and water account inquiries, including answering customer questions, providing updates on the status of customer accounts, completing account changes, and reprinting bills and statements relating to customer accounts.

- Administer pre-authorized payment and e-billing programs program including enrollments, updates, cancellations, and confirmation letters for tax and water
- Prepare the stuffing and the mailing of all mass mailings for the Corporate Services Department including tax bills, PAP Confirmation Letters, Arrears Letters, etc.
- Assist with generating accounts receivable invoices
- Responsible for opening and distributing incoming inter-departmental mail and taking necessary mail to the post office to be registered as required. Process all outgoing mail for the department and investigate any returned mail items.
- Order and control centralized office supplies for City Hall
- Identifies opportunities for ongoing improvements to support productivity improvements for office processes and procedures to facilitate the administrative process.
- Assist with the annual audit process and the municipal election as required
- Assists the Deputy Treasurer with the development, amendment and monitoring of various financial and administrative policies and projects as directed
- Perform other related duties that may be assigned by the Deputy Treasurer

Employee Health & Safety Responsibilities:

Carry out work in a safe manner, preventing safety hazards to the incumbent and others;

Actively participate in all COS safety initiatives and trainings;

Report all hazards, incidents, accidents, near misses, injury or illness promptly to your supervisor; complete all requested documentation.

Follow all COS policies and procedures as well as the Occupational Health and Safety Act.

For a detailed description of worker responsibilities see the Occupational Health and Safety Act Part III Section 28

Educational Requirements:

College Diploma or equivalent combination of education and experience

Details – Specialty, major etc.:

Communications, Business Degree or Diploma an asset

Skills and Competencies at the working level:

- Computer literate including excellent keyboarding skills and working knowledge of Microsoft Office Suite
- A dynamic team player who is well versed in managing social media channels and websites
- Must be capable of working on own initiative, handle responsibilities with limited supervision
- The ideal candidate will have experience in managing multiple projects simultaneously, have strong communication and interpersonal skills
- Project a pleasant, courteous and diplomatic image when dealing with staff and the public. Demonstrate professional judgement and political acumen

- Must be capable of keeping confidential information of other City employees and information pertaining to the Department and City affairs including, but not limited to, Union Agreements, Performance Appraisals, disciplinary matters and capital and operating budget projections.

Experience at the working level:

Previous Work Related Experience (# of years or months):

Minimum three years' experience in an office setting

Customer Service experience in a multi faceted organization an asset

Positional on-the-job training required (# of weeks or months):

6 Months

Working Relationships:

Primary support to the Department of Corporate Services and all staff within the department and is in contact with other municipalities, Department Heads, other staff members within the organization and interacts with the Public as required.

Independence of Decision Making:

Has established policies & procedures No

Supervisor or lead hand usually available Yes

Problem solves within clear guidance and/or past practice Yes

Physical Demands: Length of time/repetitions/weight in average working day.

Computer Use: 5 Hours

Walking: 20 Minutes

Standing: 10 Minutes

Sitting: 5 Hours

Lifting: minimal

Ladder Climbing: not required

Exposure: None

Working Conditions:

Hours of work: 35 hours per week

Shift length: 7 hours per day

Shift Schedule: Monday - Friday

Additional Comments:

This position works a consistent schedule with some overtime required in order to attend committee meetings or meet deadlines.

Consequence of Errors:

Proper minutes must be taken as they are presented at Council meetings and posted on the City's website for public viewing.

Customer Service is compromised when inaccurate or incomplete information is delivered. The destruction of City files and paper correspondence must be done properly following the proper timelines within City's By-law # 2004-140.

Impacts on other employees both within and outside of the department if errors or omissions occur or incorrect information is passed along to other employees.