



City of Niagara Falls **POSITION VACANCY**

Proud to be recognized as one of Hamilton-Niagara's Top Employers for 2025!

Call Number:	2025 - 35
Position:	Service Advisor Under JJEC Review
Type of Vacancy:	Permanent
Division:	Corporate Services (Customer Service)
Location:	City Hall (4310 Queen Street) and MacBain Community Centre (7150 Montrose Road)
Work Schedule:	Shift work including evenings and weekends Rotating schedule, Saturday to Friday (35-hour work week)
Salary/Wage Range:	\$35.60 to \$37.00 per hour plus, a comprehensive benefits package and defined benefit retirement pension
Date Posted:	May 13, 2025
Closing Date:	May 30, 2025 at 4:00 pm

The City of Niagara Falls is a dynamic and internationally renowned city with a prosperous business community and economic foundation anchored by tourism, manufacturing, retail and knowledge-based sectors. Located at one of the natural wonders of the world and in the heart North America's most affluent consumer markets, we are linked to the world by extensive road, rail, air, water and telecommunication networks. With nearly 15 million visitors a year and a growing resident population of almost 100,000, we invite you to discover why Niagara Falls is a premier place to live, work, and play.

Further details on this position are attached. To apply, please submit a cover letter and resume to www.niagarafalls.ca/jobs Applications must be submitted online and will be accepted until **4:00 pm on May 30, 2025.**

The City of Niagara Falls is dedicated in creating an accessible and inclusive organization and fostering a workplace culture which reflects the diverse nature of the residents we serve. In accordance with the Accessibility of Ontarians with Disabilities Act (AODA), the City will accommodate the individual needs of candidates with disabilities throughout the recruitment process. Please feel free to contact us at HRDepartment@niagarafalls.ca or 905-356-7521. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest; however, only those advancing through the selection process will be contacted.

CITY OF NIAGARA FALLS POSITION DESCRIPTION

This position is under Joint Job Evaluation Committee (JJE) Review

This description reflects the general details considered necessary to describe the principle functions of the position identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

POSITION TITLE:

Service Advisor

POSITION SUMMARY:

The Service Advisor is the first point of contact and provides exceptional customer service through a centralized, multi-channel, and multi-location strategy, ensuring first-contact resolution. Under the direction of the Supervisor of Customer Service, the Service Advisor will deliver a broad range of customer service activities and specialized information to external and internal customers at any of the City's customer service locations.

DIVISION / DEPARTMENT:

Corporate Services / Customer Service

RESPONSIBLE TO:

Supervisor of Customer Service

EQUIPMENT & TOOLS USED:

General office equipment, computer, and applicable software.

WORKING CONDITIONS:

This role features a rotating schedule and includes call centre, front counter and back-office duties in a standard office environment. Responsibilities extend to any of the City's customer service locations and require evening and weekend availability.

RESPONSIBLE FOR:

1. Provide timely, knowledgeable, competent, and efficient service to customers seeking information, services, and/or resolution by responding professionally while utilizing established protocols and scripted information. Ask questions to determine the nature of the inquiry, provide the best response, or redirect inquiries of a more complicated nature to the appropriate area for technical expertise.
2. Establish and maintain a positive and welcoming image and environment for customers through all communication channels. Ability to consistently achieve customer service performance metrics (e.g., call transfer rates, accuracy of call handling and documentation, cash processing).
3. Maintain a strong knowledge of City services, community resources, service issues, department/division structures and responsibilities, and a general knowledge of regional, provincial and federal government services.
4. Handle customer inquiries, including concerns and complaints, calmly and professionally. Escalate/refer as appropriate, ensuring that details are provided accurately and in a timely fashion.
5. Recognize trends or changes in the types of calls or questions that callers have. React to situational changes by ensuring that appropriate people are notified.

6. Provide direction and support for customers to access external services, as appropriate.
7. Process various financial transactions for City services and programs, including Electronic Funds Transfer (EFT), Electronic Data Interchange (EDI), and Paymentus.
8. Verify, reconcile, and prepare deposits, record transactions through the financial software system and issue receipts.
9. Accept and process forms, permits, and applications; answer related inquiries and prepare/submit associated forms/documents for various services.
10. Provide information regarding the City's program content and associated registration requirements. Accept and process program registrations, memberships, drop-in programming, and facility rentals.
11. Order and distribute supplies and maintains office equipment.
12. Responsible for processing incoming and outgoing mail/courier shipments and administering and distributing communications (e.g., faxes, emails, mail, courier). Process return mail according to established procedures.
13. Assist in coordinating response to emergency service calls; first point of contact and responsible for completing accident forms.
14. Maintain communication with facility staff to provide continuity of service and optimum service delivery in accordance with processes and procedures.
15. Perform other duties as assigned, including research, special projects, and supporting all customer service duties where required.

POSITION REQUIREMENTS:

- Minimum two (2) year post-secondary diploma in Business Administration or related field.
- Two (2) years' experience in front-line customer service in a related field.
- Two (2) years' government experience, working knowledge of municipal government, legislation, and regulations and a broad understanding of the services offered by all levels of government would be considered an asset.
- Proficiency in numerous municipal software applications, including intermediate MS Office (e.g., Word, Excel, and Outlook) skills.
- Call Centre, CRM, and POS system experience would be an asset.
- Demonstrated ability to handle multiple priorities with solid time management practices, organization skills, and keen attention to detail.
- Strong interpersonal skills to establish and maintain working relationships in a team environment.
- Demonstrated experience managing confidential information and exercising diplomacy.