

 <p><b>Job Description</b></p>	<b>Position:</b> Customer Service Coordinator	<b>Page:</b> 1 of 3
	<b>Dept.:</b> Building <b>Grade:</b> 6 <b>Step:</b> 1-5 <b>Period:</b> 35 Hrs/week	<b>Reports to:</b> Chief Building Official
	<b>Effective:</b> October, 2021	<b>Revision Date:</b> April 2, 2025

**PRIMARY FOCUS**

The Customer Service Coordinator is responsible for receiving and addressing public inquiry by phone and in person regarding services provided by the department of Planning and Building; and providing related administrative and clerical support to the public and respective department.

SCOPE	
<p><b><u>Key Contacts</u></b></p> <p><i>Internal:</i></p> <ul style="list-style-type: none"> <li>• All levels, up to and including CAO</li> </ul> <p><i>External:</i></p> <ul style="list-style-type: none"> <li>• Members of the Public</li> <li>• Consultants &amp; contractors</li> <li>• Land developers</li> </ul>	<p><b><u>Working Conditions</u></b></p> <ul style="list-style-type: none"> <li>• Office environment with significant interruptions</li> <li>• Valid Class “G” driver’s licence; Satisfactory Police Records Check.</li> </ul>

**Job Specifications & Job Description**  
**Customer Service Coordinator**

<b>CORE JOB REQUIREMENTS</b>	
<p><b><u>Educational requirements</u></b></p> <ul style="list-style-type: none"> <li>• Post-secondary Diploma preferred or equivalent; plus related business or computer courses; and</li> <li>• One (1) to two (2) years reception and/or administrative support experience preferred.</li> </ul>	<p><b><u>Technical skill requirements</u></b></p> <ul style="list-style-type: none"> <li>• Intermediate computer skills with experience in Microsoft Office – Word, Excel, Outlook; GIS database experience would be an asset;</li> <li>• Verbal communication skills including courtesy, tact and explanation;</li> <li>• Written communication skills including grammar/spelling skills; proofreading skills;</li> <li>• Interpersonal and customer service skills;</li> <li>• Organizational and time management skills;</li> <li>• Flexible, adaptable and detail orientation.</li> </ul>
<p><b><u>Assets</u></b></p> <ul style="list-style-type: none"> <li>• Interest in obtaining a Building Code Identification Number (BCIN) to facility plans review of accessory structures.</li> </ul>	

**JOB RESPONSIBILITIES**

**Functional Responsibilities:**

- Shall greet the public visiting the Building and Planning Department, address inquiries regarding services provided by Planning and Building Department and direct the public to the appropriate contact as required;
- Shall assist the Building and Planning departments by providing services to customers and municipal staff.
- Shall support front desk services, receive incoming phone calls, fax or email from the public; record public complaints and or requests for service; relay communications on behalf of staff; manage a system which includes communication of the complaint/request for service, to the appropriate contact; and provide statistical reporting of service requests/issues noting action taken;
- Shall administer the Building and Planning programs; assist customers in the completion of the paperwork, receive payment of fees and manage related records and statistics; secure necessary paperwork for completion of documentation E.g. insurance certificates; traffic control plan; coordinate information and work between various departments; secure and manage monies related to payment for Municipal Services;
- Shall assist outside organizations, such as Contractors, Developers and associated service providers, with inquiries and provide information and assistance;

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- Shall perform a variety of administrative and clerical support tasks such as filing, photocopying; scanning, faxing; scheduling of meeting/rooms; typing labels, letters, envelopes; drafting, transcribing, formatting and distributing correspondence, minutes, reports; record, track and tabulate statistics; drafting public notices;
- Shall update and maintain various databases for the departments, such as, but not limited to: Geographical Information System, Building permits, Compliance letter requests and special events; gather information from the databases and distribute to various departments on request for reports and statistical review.
- Shall research information, compile or print written summary of findings with recommendation where applicable for departments;
- Shall adhere to high standards of ethical behaviour and demonstrate his/her understanding that his/her personal actions impact the public's perception of the Municipality; and
- Shall perform other duties as assigned.