



**SAULT  
STE. MARIE**

# Temporary Opportunity

(approximately 12 months)

**Position:** Customer Service Representative  
**Job Posting:** 021-021-2021  
**Department:** CD & ES  
**Division:** Transit  
**Status:** Temporary Full Time

**Wage Range:** \$23.23 – \$25.47  
**Job Class:** 3  
**Shifts:** 35 hours/week  
**Posted:** May 4, 2021  
**Closes:** May 7, 2021, 4:30pm

The Customer Service Representative (CSR) – Transit is responsible for the front desk of our Transit Division. As the 'face' of the Transit Division for all visitors the CSR is responsible for the first impression we make. The CSR will be able to complete clerical tasks as well as receive inquiries and provide accurate information.

**Primary Duties and Accountabilities include but are not limited to:**

- Respond to various inquires; e.g. bus passes, bus routes, schedules, accounts, parabus, lost items, etc.
- Relieve Dispatcher as required.
- Maintain vacation schedules for staff.
- Record and formulate stats on various reports; e.g. revenue, mileage, charters, etc.
- Bus pass sales and photo I.D.
- Open, sort, record and distribute office mail.
- Order and maintain office supplies.
- Maintain filing system and personnel files.
- Prepare memos, letters, etc.
- Maintain a thorough working knowledge of the City's Health & Safety policy and procedures.
- Other related duties as assigned.

**Qualifications:**

- College Diploma in Office Administration Program; or related field, equivalent training and/or experience.
- One year working in an office environment.
- Computer literacy in a Microsoft environment including Excel, Word and Outlook.
- Ability to read, write and communicate to perform the duties of the position.
- Customer service skills.
- Ability to organize time effectively to perform the duties of the position.
- Ability to meet and interact with people in a pleasant and professional manner.

**To apply for this exciting opportunity, please provide a cover letter and resume highlighting your qualifications to:**

**Email** [human.resources@cityssm.on.ca](mailto:human.resources@cityssm.on.ca)  
**Subject line** 021-021-2021 Customer Service Representative

This position is covered by a collective agreement, CUPE Local 67. Applications from outside the bargaining unit are welcome, but can only be considered if the position is not filled from within the bargaining unit.

The Corporation of the City of Sault Ste. Marie is an inclusive employer. Accommodation is available in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.

[www.saultstemarie.ca/jobs](http://www.saultstemarie.ca/jobs)

