



Customer Service Representative, Fire

The Opportunity

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

The Portfolio

The Town of Grimsby is committed to ensuring a professional, positive and informative customer service experience for all residents and the public. The Fire Customer Service Representative plays a critical role by providing a full range of supportive services and acts as the first point of contact to the public at the Fire Department. Reporting to the Fire Chief, the Fire Customer Service Representative is responsible for general reception services for the Grimsby Fire Department (GFD), including but not limited to greeting the public and directing public enquiries, answering multi-line telephones, performing general clerical and word processing duties for department staff, coordinating courier services, and data entry relative to standard incident reporting, training records, maintenance, records and other statistically based data to ensure the data base is maintained accurately and up to date.

The Candidate

As a candidate for this position, you have a secondary school diploma. You have one (1) year of administrative and customer service experience. You have work experience in handling payment or cash transactions. In this position, you will provide a service-orientated approach and deliver exceptional customer service.

Working for the Town of Grimsby

This is a temporary full-time position working up to 35 hours per week. The Town of Grimsby offers candidates for this position an annual wage between **\$48,672 and \$59,217 per year**.

The Town supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees and flexible working arrangements.

How to Apply

If you are excited by this opportunity, we are excited to hear from you!

We invite you to submit your application to hr@grimsby.ca by **January 13, 2025, at 4:30 PM**. Please quote the posting number in the subject line.

Posting #: 72-2024

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources (hr@grimsby.ca) to make appropriate arrangements.

The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.



JOB POSTING

Customer Service Representative, Fire

Fire Department

Duties and Responsibilities:

1. Customer Service (40%)

- 1.1 Provides customer service to the public and staff by answering questions from the public by phone, email, in person, and website about the GFD programs, services and by-laws.
- 1.2 Creates a positive experience for customers by responding to their service needs quickly, professionally, and accurately to ensure stakeholder and client satisfaction.
- 1.3 Takes the initiative to promote the GFD services and programs that meet each client's individual needs.
- 1.4 Takes ownership of concerns and is proactive to ensure a positive resolution.
- 1.5 Makes qualified assessments and referrals of complex issues to the correct department/staff.
- 1.6 Liaises with departments and community organizations to ensure up-to-date information, forms and reference material are available to the public.
- 1.7 Tracks inquiries/services for statistical reporting purposes.
- 1.8 Receives courier deliveries and arranges for courier pickup/distribution for outgoing mail and deliveries.
- 1.9 Provide general information to the public relative to GFD services.
- 1.10 Maintains office supply inventory and places orders for all Town fire stations.
- 1.11 Receive, document, and process complaints from the community.

2. Fire Services Administration (50%)

- 2.1 Responsible for filing daily incident reports.
- 2.2 Provides general clerical support relative to photocopying, faxes, opening and distributing mail, etc.
- 2.3 Provides support services to the Fire Prevention Officer's and Training Instructor relative to property file preparation, fire inspection reports, and training lesson plans and maintenance of all records.
- 2.4 Receives, processes and maintains confidential information relative to properties and individuals involved in inspections, fire related matters and/or litigation with the Grimsby Fire Department.
- 2.5 General clerical duties relative to issuance of inspection reports, public education, complaint tracking, coordinating training room usage, tracking all maintenance records, etc.
- 2.6 Assists the Coordinator with the submission of MTO invoices for QEW incident responses.
- 2.7 Prepares distributes approved permits and collects payment.
- 2.8 Prepares, processes and records Purchase orders and all invoices.

- 2.9 Emergency Management – administrative support as a Scribe to the Emergency Operations Centre and other administrative duties as assigned in an emergency
- 2.10 Provides rehabilitation support to Grimsby Fire Department at a large scale incident

3. Grimsby Regional Training Centre (GRTC) Administration (10%)

- 3.1 Assists the Coordinator with various administrative tasks that are required to operate the GRTC. Various tasks may include: coordinating the calendar, prepare invoices, prepare course materials.

4. Other

- 4.1 Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures, and guidelines.
- 4.2 Other related duties, as assigned.

The successful candidate will possess the following:

Education

- Secondary school diploma.

License, Registration and Training

- Valid and unrestricted Class “G” driver’s licence with access to reliable transportation and be able to travel to various work locations across the Town.
- Police Vulnerable Sector Check (Level 3) to the satisfaction of the Town.

Experience

- One (1) year of experience in an administrative and customer service focused position.
- Experience handling payment/cash transaction.

Knowledge/Skills/Abilities

- Ability to demonstrate a service-oriented approach and deliver a positive customer experience.
- Knowledge of a broad range of GFD services, programs, and initiatives.
- Ability to demonstrate compassion and empathy towards others and control emotions during emergency situations.
- Ability to work in a high pressure, multitasking environment with multiple interruptions.
- Advanced knowledge of Microsoft Office Suite, including Word, Excel and PowerPoint.
- Familiarity with social media and website management.
- Excellent communication skills, both written and oral.
- Good organization and planning skills.
- Accurate record keeping skills.
- Ability to work independently.
- Ability to handle financial transactions.
- Punctual and reliable.
- Intermediate proficiency with Microsoft Office software including Word, Excel, PowerPoint, and Outlook.

A combination of education, training, and experience may be considered.