

Job Vacancy

Service Excellence Coordinator

Management Salary Scale Step 8/9 : \$2,889.14 - \$3,810.05 bi-weekly + Benefit Spending Allowance

Requirements

- Proven orientation towards customer service leadership with excellent interpersonal and communication skills.
- An undergraduate degree in Business, Accounting, or a related field.
- 3-5 years of experience in a supervisory customer service role. A combination of education and experience may be considered.
- Bilingual proficiency at an intermediate level is preferred.

Send your resume to

HR@fredericton.ca

**before December 17, 2024
at 4:30 p.m. AST**



Service Excellence Coordinator

Are you a proactive leader with a passion for exceptional customer service? We are looking for a dedicated Service Excellence Coordinator to oversee our Customer Service Operations, including the Service Center and Service Fredericton. Join our team and play a pivotal role in enhancing the service experience for our residents, businesses and visitors!

What You'll Do:

- Lead and mentor a team of customer service representatives to ensure efficient handling of inquiries via phone, email or in person.
- Establish and uphold best practices to deliver accurate information and resolve inquiries effectively.
- Ensure compliance with policies while overseeing the processing of payments for municipal services such as water and sewer billing, permits, and fines.
- Monitor team performance metrics and implement continuous improvement initiatives to enhance service delivery and customer satisfaction.
- Design and deliver training programs to foster a culture of learning and professional growth.
- Promote a positive, collaborative environment where team members support one another and contribute to team objectives.

What You Bring:

- Proven orientation towards customer service with excellent interpersonal and communications skills.
- Ability to manage competing priorities while maintaining attention to detail and accuracy.
- Proficient with Microsoft Office Suite, and familiarity with financial systems like Cogsdale or Oracle.
- Strong judgement and problem solving abilities.

Perks:

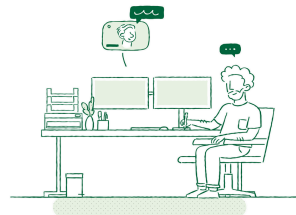
- Bi-weekly benefit spending allowance of \$238.26 - \$295.08.
- Health, Dental, and Pension plans.
- Get a behind-the-scenes look at how the city operates.
- Work in a supportive, team-oriented atmosphere that values inclusivity and diversity.
- Make a positive impact on the lives of residents and businesses in our community.

If you're ready to lead a dedicated team and make a lasting impact, we want to hear from you! Apply today to join us in providing exceptional customer service to our community.

How to apply:

Email your resume and cover letter to HR@fredericton.ca on or before **December 17, 2024 at 4:30 p.m. AST.**

**The City of Fredericton is an equal opportunity employer.
Only those applicants selected for further consideration will be contacted.**



The logo for the city of Fredericton, featuring the name in a sans-serif font with a stylized wave icon to the right.

Fredericton



**WHERE CAREERS &
COMMUNITY FLOURISH**

