LETTER OF UNDERSTANDING
BETWEEN THE CITY OF WINNIPEG AND
THE CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 500

RE: 311 CALL CENTER OPERATIONS

The City and the Union are committed to providing the highest levels of service to all citizens with due consideration to maintaining civic employment.

The Public Service of The City has made a recommendation to operate a 311 service. That recommendation has been made by way of an Internal Business Plan and has been considered by the Union in its review of a Deloitte Report entitled "City of Winnipeg 311 (Cost Analysis – In-House Centre)". The Union supports the plan and, in furtherance of that plan, The City and the Union have agreed to new terms of conditions of employment for CUPE personnel in the 311 Center which is scheduled to commence within eighteen (18) months.

The City and the Union hereby agree to recommend to their respective principles that the Memorandum of Agreement between the parties at the conclusion of the round of collective bargaining to renew the collective agreement scheduled to expire on December 30, 2007 include the terms and conditions agreed to herein.

The parties expressly commit that the Memorandum of Settlement pursuant to the next round of collective bargaining shall include all of the terms and conditions agreed to herein unless otherwise agreed to by the parties.

The parties further agree to maintain ongoing communication and consultation during the implementation period to ensure a timely and orderly establishment of the 311 Center. The parties expressly acknowledge their mutual commitment and interest in commencing service delivery without any undue delays.

Hours of Work

The 311 Center shall be continually operational on a 24X7X365 basis. The basic workweek in the 311 Center shall be five eight hour shifts per week. Shifts for full and part time employees shall be in accordance with the descriptions attached hereto.

Classifications

CUPE rated classifications deployed in the 311 Center shall include the following:

Classification
Customer Service Representative (CSR)
Customer Service Representative II (CSR II)
Team Leader
Knowledge Management

Quality Assurance
Training & Coaching Coordinator
Workforce Management & Reporting
Total Complement of Positions – 115 Full and Part Time (subject to change based on operational requirements)

The shifts, hours of work, rates of pay, qualifications and other relevant provisions for these positions shall be as specified in the job descriptions attached hereto.

Work shall be distributed among full and part time CSR's such that approximately sixty (60%) percent of available hours are assigned to full time employees and forty (40%) percent of available hours are assigned to part time employees. It is understood that there will be variations in the allocation of work to full and part time employees and compliance with this provision shall be averaged on an annual basis.

Redeployment

Effective the date of this Agreement, the City shall commence efforts to redeploy affected employees who do not wish to be transferred to the 311 Center and replace redeployed employees with a CSR. The intent of the parties is to facilitate a gradual redeployment of affected personnel during the period leading up to the start up of the 311 Center. Redeployment of incumbent staff shall be at the discretion of the City and made on the basis of seniority and possession of necessary skills and qualifications for the redeployment opportunity.

In order to ensure adequate staffing levels on the start up date, the City shall reserve the right to suspend redeployment efforts and transfer incumbents who have not been redeployed to the 311 Center for a period of up to one year.

Furthermore, CSR's hired to replace redeployed employees shall not be eligible to use accrued seniority to bid for other positions within the City until they have assumed their position in the 311 Center and have at least six months of service with the 311 Center unless otherwise agreed to by the parties.

Overtime

Full time employees shall not be required to work overtime shifts unless there are no part time employees available to work additional hours below the overtime thresholds specified under Article 18 of the collective agreement.

Notices Pursuant to the Collective Agreement

The parties agree that all statutory notices and notices required under the terms of the collective agreement have been either satisfied or waived and the City

shall have the right to commence establishment of the 311 Center as of the date of this agreement.

Ongoing Business Review

The City and CUPE remain committed to delivering services efficiently and cost effectively. The parties agree once established, they will review the operations of the 311 Center to consider other opportunities to enhance the efficiency of services delivered to the public.

Signed in duplicate this 8th day of October 2007.

For the City of Winnipeg

For CUPE Local 500

Winnipeg

JOB DESCRIPTION

SECTION I - JOB INFORMATION		
Job Identification Ref. tba	Number of positions to which this Description applies: 4	Job/Working/Operational Title: Team Leader
Department: tba 311 Unit		Bargaining Unit: CUPE Exempt: ☐ Yes ☒ No
Division: tba		Classification Title or Grade: C
Branch: tba		Date JD Prepared/Modified/Finalized: (mm/dd/yy)

SECTION II - JOB SUMMARY

Briefly describe the essential (core) function of this job including its primary purpose and the framework within which the job has to operate. (e.g. Under what type of supervision/direction)

Reporting to the Manager, the Team Leader is generally responsible for the daily operation of the 311 Unit. Responsibilities include staffing of the center for the shift, supervising, coaching, mentoring and on-the-job training of the Customer Service Representatives (CSR & CSR II).
Additional duties are to receive calls from the CSR II as a referral to the next level for resolution (complexity of issues, or inappropriate behavior of caller) and to liaise with various Departments to resolve communication or operational issues.

ADDITIONAL INFORMATION

Please provide any additional information you feel would be helpful in understanding the job's responsibilities/role.

Some positions may be designated as bilingual

Involves working various and or rotational shifts within the 24x7x365 Contact Center
Involves staggered shift start times
40 hour work week (8 hours shifts including a half hour paid lunch)

This section is authorized only upon final edit of the job description.

AUTHORIZATION *Signature below indicates final current version and agreement with the information it contains.*	
Supervisor's Signature:	Date:
Second Removed Supervisor's Signature:	Date:
Departmental Human Resource Rep.'s Signature:	Date:

A Guide to completing the JD Form is available from Departmental HR Representatives or online at http://citynet/hrintra/admin/Civic/JobEvalProcess/job_eval_main.stm

Job Title:

JD Form Update: October 2006

Winnipeg

JOB DESCRIPTION

SECTION III - ORGANIZATIONAL CONTEXT

Second removed supervisor's name:	Second removed supervisor's title:

This job's supervisor's name:	This job's supervisor Manager

Others reporting to this job's supervisor:

Training & Coaching	Quality Assurance	This job title: Team Leader	Knowledge Management	Team Leads

Current Incumbent:

Titles and number of employees reporting to this job:

Supervision Provided	Class/Title of Position(s)/Jobs	Status of Position (s)/Jobs	Work Frequency	Number of Positions	Number of FTE's
Direct		**Permanent**	**FT/PT**		
	CSR II	1 - 2	ft	1 -2	1 -2
	CSR	21-23	ft	1 -2	11 -12
Indirect					
None					

TOTAL FTE'S:

Winnipeg

JOB DESCRIPTION

SECTION IV - DUTIES AND RESPONSIBILITIES

Please indicate the major responsibilities for this job and the percentage of time devoted to each. List the duties in order of the highest percentage time spent to the lowest. Percentages expressed to the nearest multiple of 5. There should be no more than 1-2 duties described at the minimum of 5%.
Description refers to what is done and why. Tasks describe how it is done.

Duty No. 1

Description: Respond to complex inquires or inappropriate callers as referred by both levels of CSR's.	**% of time: 20**

Tasks:

a) Handles complex inquiries through interpreting policies, procedures, and responds to same.
b) Completes data base research in order to respond to complex inquires.
c) May refer calls to specific Department or departmental contact for further follow-up.
d) Defuses/deals with angry or inappropriate callers.
e)

Duty No. 2

Description: Staffing of the center, supervising, coaching, mentoring and on-the-job training of Customer Service Representatives (CSR II & CSR).	**% of time: 50**

Tasks:

a) Monitor calls periodically.
b) Provide ongoing and annual feedback for CSR's on the shift.
c) Provide on-the-job training and coaching for the CSR's.
d) Recommend acknowledgment of outstanding work to the Manager.
e) Bring significant performance issues to the attention of the Manager.
f) Ensure adequate staffing for the shift, schedule appropriate breaks.
g) Update CSR's relative to new information received.

Duty No. 3

Description: Liaise with various Departments to resolve operational issues and identifying trends relative to new types of calls or questions.	**% of time:15**

Tasks:

a) Contact or receive information updates from various Departments.
b) Initiate contact to clarify information received by Departments
c) Inform the Manager of reoccurring call types and issues for follow-up.

Duty No. 4

Description: Identifying technical problems with hardware and software	**% of time:5**

Tasks:

a) Notify the appropriate IT member to resolve issue.
b) Document problem and forward to the Manager.

Duty No. 5

Description: Facilitate training as directed	**% of time: 5**
Tasks: a) As directed by the Manager, facilitate various portions of the basic and advanced training programs.	

Duty No. 6

Description: Participate in the interview and selection process	**% of time: 5**
Tasks: a) As directed, participate as a panel member in the CSR and CSR II selection process	

SECTION V - INDEPENDENCE

Please give examples of decisions which are made in the job without reference to supervisors or subsequent checks.

Decision: Referral to a Department representative to resolve a complex question or issue.

Decision: If a CSR has sufficient on-the-job training to complete work independently.

Decision: Call an IT expert to resolve pressing problem.

Please give examples of decisions which are referred to a higher authority (for consultation, check or approval).

Decision: Consequences of inappropriate or outstanding CSR behavior.

Decision: Addition or change in services or information provided by CSR's.

Decision: Annual CSR evaluations are to be reviewed by Manager prior to delivery or discussion.

SECTION VI – IMPACT OF DECISIONS *Please give examples of **typical** decisions which are made in the job and indicate the consequences of each decision, both positive and negative. Also identify If the accountability is the incumbent's own or shared with others (identify position(s). See Guide*	
Level of competence realtive to each CSR on the shift. May lead to the enhancement or detriment of services provided.	Accountability: ☒ Own or ☐ Shared with
Adequacy and accuracy of annual CSR evaualtions. May lead to the increased perfomrance, ability to promote members, and team synergy, or the opposite in every areas.	Accountability: ☒ Own or ☐ Shared with
	Accountability: ☐ Own or ☐ Shared with

SECTION VII - CONTACTS *Please list the type (contact) outside of direct reports/reporting relationship and nature (reason/purpose) of contacts related to the job.*	
Contact	**Nature and frequency of contact**
public	Resovle complex problems - daily
Department contacts	Refer compelx problems - daily

Winnipeg

JOB DESCRIPTION

SECTION VIII - PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Please indicate the physical and mental demands of this job and the working environment under which it operates

PHYSICAL REQUIREMENTS:

☒ Sedentary – typically includes any or all of the following:

- Sitting
- Standing
- Walking
- Climbing stairs
- Kneeling
- Stooping
- Use of both hands
- Manual dexterity
- Visual acuity/colour vision
- Lifting weights up to 15 pounds
- Most office jobs may be considered sedentary

☐ Light – typically includes any or all of the above plus any or all of the following:

- Climbing ladders
- Balancing
- Crawling
- Crouching
- Depth perception/night vision
- Reaching (either or both arms)
- Pulling
- Hearing
- Pushing
- Use of feet (for controls)
- Lifting weights up to 20 pounds.
- Jobs such as meter readers, regular transit operators and building cleaners may be considered light.

☐ Medium – typically includes any or all of the above plus the following:

- Lifting weights over 50 pounds
- Refuse worker, construction worker, emergency medical technologist, fire fighter, police officer and some labouring types of jobs may be considered heavy.

Is a Video Display Terminal (VDT) used at least 25% of the time in this job? ☒ Yes ☐ No

WORKING ENVIRONMENT:

Environmental Conditions exposed to:
- ☐ Extreme temperatures (hot, cold)
- ☐ Precipitation (rain, snow)
- ☐ Dry, humid and/or dusty air
- ☐ Brightness, darkness

Physical Circumstances involved:
- ☐ Confined Spaces
- ☐ Heights
- ☐ Vibrations (sudden jerk and/or jarring)

Special Occupational Hazards involved:
- ☐ Exposure to chemicals, toxins, gases, fire
- ☐ Exposure to mechanical and/or electrical hazards (machinery, hydro-electric transmissions equipment)
- ☐ Exposure to loud or otherwise harmful noise

Miscellaneous:
- ☐ Working alone
- ☒ Shift work

PROTECTIVE EQUIPMENT:
- ☐ Safety footwear (steel-toed boots, etc.)
- ☐ Skin protection (gloves, cream, etc.)
- ☐ Eye protection
- ☐ Head protection (hard hat, bump hat, etc.)
- ☐ Ear protection
- ☐ Respiratory protection

Winnipeg

JOB DESCRIPTION

SECTION IX - EDUCATION AND LEVEL OF WORK EXPERIENCE

Please identify the minimum level and specific type of education and/or working level experience required.

Level of education (specify certificate, diploma or degree):

- Grade 12 or equivalent
- Leadership training – courses in supervision, providing performance feedback, coaching, etc.

Designations, Licenses, Certificates, etc.:

-

Prior related work experience: (months) 3 years including 2 year call center related experience	**On-the-job learning time:** (months) 4 months	**Total Experience:** (months)

SECTION X – QUALIFICATIONS: KNOWLEDGE, SKILLS AND ABILITIES & COMPETENCIES

Please list the required knowledge, technical/professional skills, abilities and competencies required for the job.

A. Knowledge, Skills and Abilities

Minimum Acceptable Qualifications:

- Minimum 1 years experience coordinating staff duties with 2 years in a call center related function.
- Demonstrated strong research, analytical skills and ability to use good discretion.
- Demonstrated ability to work independently and prioritize multiple demands
- Demonstrated ability to speak calmly, professionally and assertively with all staff and difficult clients.
- Demonstrated excellent written skills
- Demonstrated excellence in keyboarding and using various data bases in a multi-tasking environment.
- Capable of providing leadership and direction to others in planning, instructing, promoting work production and providing performance feedback
- Ability to master software applications is essential
- Ability and willingness to work various shifts in a call center environment

Working Level Qualifications (Some may be acquired after starting. Please indicate time frame in months in each statement.)

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B. Competencies: (Please contact your Departmental HR Representative for assistance in this area. Information is on Citynet at http://citynet/hrintra/wkforce/CompetencyModelDevelopment/competency_model_develop_main.stm)

Winnipeg

JOB DESCRIPTION

CORE Competencies applicable to all jobs within the City of Winnipeg

- Citizen & Customer Focus
- Respecting Diversity
- Ethics and Values
- Integrity and Trust
- Results Oriented

All Leader Competencies Profile: (if applicable please list)

-

Position Specific Competencies: (includes applicable specific leader level and function specific profiles)

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Winnipeg

JOB DESCRIPTION

SECTION I - JOB INFORMATION		
Job Identification Ref. tba	Number of positions to which this Description applies: 8	Job/Working/Operational Title: 311 Customer Service Representative II (CSR II)
Department: tba		Bargaining Unit: CUPE Exempt: ☐ Yes ☒ No
Division: 311 Unit		Classification Title or Grade: B
Branch:		Date JD Prepared/Modified/Finalized: (mm/dd/yy)

SECTION II - JOB SUMMARY

Briefly describe the essential (core) function of this job including its primary purpose and the framework within which the job has to operate. (e.g. Under what type of supervision/direction)

The 311 Unit is the primary point of contact for the public to either request or receive information regarding services provided by the City of Winnipeg. Reporting to the 311 Team Leader, the Customer Service Representative II (CSR II) is responsible for receiving calls transferred from the CSR I representative to resolve issues which require further research, discretion or to defuse difficult customers. This role may also include on the job training and mentoring for CSR's and other related duties as assigned.

ADDITIONAL INFORMATION

Please provide any additional information you feel would be helpful in understanding the job's responsibilities/role.

Position may be designated as bilingual and may be required to act as Team Lead.

The below applies full time employees:

- Involves working various and or rotational shifts within the 24x7x365 Contact Center
- Involves staggered shift start times
- 40 hour work week (8 hours shifts including a half hour paid lunch)

This section is authorized only upon final edit of the job description.

AUTHORIZATION *Signature below indicates final current version and agreement with the information it contains.*	
Supervisor's Signature:	Date:
Second Removed Supervisor's Signature:	Date:
Departmental Human Resource Rep.'s Signature:	Date:

A Guide to completing the JD Form is available from Departmental HR Representatives or online at http://citynet/hrintra/admin/Civic/JobEvalProcess/job_eval_main.stm

Winnipeg

JOB DESCRIPTION

SECTION III - ORGANIZATIONAL CONTEXT

Second removed supervisor's name:	Second removed supervisor's title: Manager

This job's supervisor's name:	This job's supervisor's title: Team Leader

Others reporting to this job's supervisor:

CSR I		This job title: CSR II		

Current Incumbent:

Titles and number of employees reporting to this job:

Supervision Provided	Class/Title of Position(s)/Jobs	Status of Position (s)/Jobs	Work Frequency	Number of Positions	Number of FTE's
Direct		**Permanent**	**FT/PT**		
		Permanent and Temporary	FT & PT		
None					
Indirect					
none	CSR trainee				

TOTAL FTE'S:

Winnipeg

JOB DESCRIPTION

SECTION IV - DUTIES AND RESPONSIBILITIES

Please indicate the major responsibilities for this job and the percentage of time devoted to each. List the duties in order of the highest percentage time spent to the lowest. Percentages expressed to the nearest multiple of 5. There should be no more than 1-2 duties described at the minimum of 5%.
Description refers to what is done and why. Tasks describe how it is done.

Duty No. 1

Description: Receive and handle incoming phone calls, mail and web mail transferred or forwarded by the CSR I	**% of time:**

Tasks:

a) Respond to complex inquiries requiring further research or follow-up
b) Respond to issues requiring explanation of issue and response

Duty No. 2

Description: Receive and handle incoming phone calls transferred by the CSR I dealing with difficult customers	**% of time:**

Tasks:

a) Diffuse and resolve customers who are have been identified as difficult or rude per policy.
b) Document significantly rude or difficult customers per policy.

Duty No. 3

Description: Provide on-the-job training for CSR I	**% of time:**

Tasks:

a) Mentor and coach CSR I personnel on the job
b) Provide on-going feedback and document same
c) Provide oral and written feedback to both the trainee and 311 Unit trainer

Duty No. 4

Description: Identification of trends/issues	**% of time:**

Tasks:

a) Document and inform the Team Leader of reoccurring calls that are problematic in nature either in content or related to the person.

Duty No. 5

Description: Respond to 311 calls	**% of time:**

Tasks:

a) As required, respond to incoming 311 calls.
b) May respond to French customers verbally or in writing

SECTION V - INDEPENDENCE *Please give examples of decisions which are made in the job without reference to supervisors or subsequent checks.*
Decision: Documenting repeat rude or belligerent callers on database
Decision: Explanation of issues relating to policy and procedures for customers
Decision: Correcting trainee on policy and procedures
Please give examples of decisions which are referred to a higher authority (for consultation, check or approval).
Decision: deciding if CSR I trainee requires further training, mentoring and support
Decision: provide negative feedback to CSR I (non-trainee)
Decision: Adding, deleting or changing the 311 database

Winnipeg

JOB DESCRIPTION

SECTION VI – IMPACT OF DECISIONS *Please give examples of **typical** decisions which are made in the job and indicate the consequences of each decision, both positive and negative. Also identify If the accountability is the incumbent's own or shared with others (identify position(s). See Guide*	
	Accountability: ☒ Own or ☐ Shared with
	Accountability: ☐ Own or ☐ Shared with
	Accountability: ☐ Own or ☐ Shared with

SECTION VII - CONTACTS *Please list the type (contact) outside of direct reports/reporting relationship and nature (reason/purpose) of contacts related to the job.*	
Contact	**Nature and frequency of contact**
Public customers	daily
Departments	daily

Winnipeg

JOB DESCRIPTION

SECTION VIII - PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Please indicate the physical and mental demands of this job and the working environment under which it operates

PHYSICAL REQUIREMENTS:

☒ Sedentary – typically includes any or all of the following:

- Sitting
- Standing
- Walking
- Climbing stairs
- Kneeling
- Stooping
- Use of both hands
- Manual dexterity
- Visual acuity/colour vision
- Lifting weights up to 15 pounds
- Most office jobs may be considered sedentary

☐ Light – typically includes any or all of the above plus any or all of the following:

- Climbing ladders
- Balancing
- Crawling
- Crouching
- Depth perception/night vision
- Reaching (either or both arms)
- Pulling
- Hearing
- Pushing
- Use of feet (for controls)
- Lifting weights up to 20 pounds.
- Jobs such as meter readers, regular transit operators and building cleaners may be considered light.

☐ Medium – typically includes any or all of the above plus the following:

- Lifting weights over 50 pounds
- Refuse worker, construction worker, emergency medical technologist, fire fighter, police officer and some labouring types of jobs may be considered heavy.

Is a Video Display Terminal (VDT) used at least 25% of the time in this job? ☒ Yes ☐ No

WORKING ENVIRONMENT:

Environmental Conditions exposed to:
- ☐ Extreme temperatures (hot, cold)
- ☐ Precipitation (rain, snow)
- ☐ Dry, humid and/or dusty air
- ☐ Brightness, darkness

Physical Circumstances involved:
- ☐ Confined Spaces
- ☐ Heights
- ☐ Vibrations (sudden jerk and/or jarring)

Special Occupational Hazards involved:
- ☐ Exposure to chemicals, toxins, gases, fire
- ☐ Exposure to mechanical and/or electrical hazards (machinery, hydro-electric transmissions equipment)
- ☐ Exposure to loud or otherwise harmful noise

Miscellaneous:
- ☐ Working alone
- ☒ Shift work

PROTECTIVE EQUIPMENT:
- ☐ Safety footwear (steel-toed boots, etc.)
- ☐ Skin protection (gloves, cream, etc.)
- ☐ Eye protection
- ☐ Head protection (hard hat, bump hat, etc.)
- ☐ Ear protection
- ☐ Respiratory protection

Winnipeg

JOB DESCRIPTION

SECTION IX - EDUCATION AND LEVEL OF WORK EXPERIENCE

Please identify the minimum level and specific type of education and/or working level experience required.

Level of education (specify certificate, diploma or degree):

- High school graduation or equivalent supplemented by additional customer service related training.

Designations, Licenses, Certificates, etc.:

- none

Prior related work experience: (months) Two years of related experience	**On-the-job learning time:** (months) 3 months	**Total Experience:** (months)

SECTION X – QUALIFICATIONS: KNOWLEDGE, SKILLS AND ABILITIES & COMPETENCIES

Please list the required knowledge, technical/professional skills, abilities and competencies required for the job.

A. Knowledge, Skills and Abilities
Minimum Acceptable Qualifications:

- **Demonstrated ability to deal with all types of customers and situations including irate customers**
- **Demonstrated ability to handle stressful situations**
- **Demonstrated good working knowledge of on line customer service systems**
- **Demonstrated good working knowledge of various computer operating systems and software including windows and work processing.**
- **Good working knowledge of the structure, function and services of the City Departments**
- **Ability and willingness to work various shifts in a call center environment**
- **Ability to train and familiarize new staff relative to policy and procedures**
- **Ability to coach and monitor new employees**
- **Ability to speak, read, and write French is a decided asset**
- **Ability to key board at least 40 per minute**
- **Ability to prioritize adhere to deadlines**

Working Level Qualifications (Some may be acquired after starting. Please indicate time frame in months in each statement.)

-

B. Competencies: (Please contact your Departmental HR Representative for assistance in this area. Information is on Citynet at http://citynet/hrintra/wkforce/CompetencyModelDevelopment/competency_model_develop_main.stm)

Winnipeg

JOB DESCRIPTION

CORE Competencies applicable to all jobs within the City of Winnipeg

- Citizen & Customer Focus
- Respecting Diversity
- Ethics and Values
- Integrity and Trust
- Results Oriented

All Leader Competencies Profile: (if applicable please list)

-

Position Specific Competencies: (includes applicable specific leader level and function specific profiles)

-

Winnipeg

JOB DESCRIPTION

SECTION I - JOB INFORMATION		
Job Identification Ref. tba	Number of positions to which this Description applies: Full time and Part time	Job/Working/Operational Title: Customer Service Representative (CSR)
Department: tba howver unit titled 311		Bargaining Unit: CUPE Exempt: ☐ Yes ☒ No
Division: to be determined		Classification Title or Grade: A
Branch: to be determined		Date JD Prepared/Modified/Finalized: October 4, 2007(mm/dd/yy)

SECTION II - JOB SUMMARY

Briefly describe the essential (core) function of this job including its primary purpose and the framework within which the job has to operate. (e.g. Under what type of supervision/direction)

The 311 Unit is the primary point of contact for the public to either request or receive information regarding services provided by the City of Winnipeg. Reporting to the 311 Team Leader, the Customer Service Representative (CSR) responds to customer inquiries or provides information via telephone, fax, mail and web mail. As corporate ambassadors CSR's perform the following duties; access data bank to investigate and resolve incoming requests for service/information, refer or directly transfer to municipal and non-municipal resources, thoroughly and accurately document all customer service requests or reports.

ADDITIONAL INFORMATION

Please provide any additional information you feel would be helpful in understanding the job's responsibilities/role.

The below applies to both full time and part time employees:

- Involves working various and or rotational shifts within the 24x7x365 Contact Center
- Involves staggered shift start times
- Salary schedule to follow the 40 hour work week (8 hours shifts provided with a half hour paid lunch)

Applies to Part time employees only:

- Shifts to be a minimum of 4 hours
- Bi-weekly hours may range from 8 – 80 hours

This section is authorized only upon final edit of the job description.

AUTHORIZATION

Signature below indicates final current version and agreement with the information it contains.

Supervisor's Signature:	Date:
Second Removed Supervisor's Signature:	Date:
Departmental Human Resource Rep.'s Signature:	Date:

Winnipeg

JOB DESCRIPTION

SECTION III - ORGANIZATIONAL CONTEXT

Second removed supervisor's name:	Second removed supervisor's title: Manager

This job's supervisor's name:	This job's supervisor's title: Team Leader

Others reporting to this job's supervisor:

CSR II		**This job title:**		
		CSR		

Current Incumbent:

Titles and number of employees reporting to this job:

Supervision Provided	Class/Title of Position(s)/Jobs	Status of Position (s)/Jobs	Work Frequency	Number of Positions	Number of FTE's
Direct		**Permanent**	**FT/PT**		
none					
Indirect					
none					

TOTAL FTE'S:

Winnipeg

JOB DESCRIPTION

SECTION IV - DUTIES AND RESPONSIBILITIES

Please indicate the major responsibilities for this job and the percentage of time devoted to each. List the duties in order of the highest percentage time spent to the lowest. Percentages expressed to the nearest multiple of 5. There should be no more than 1-2 duties described at the minimum of 5%.
Description refers to what is done and why. Tasks describe how it is done.

Duty No. 1

Description: Respond to incoming calls, emails and mail	**% of time: 80**

Tasks:

a) Receive and respond to inquires of a basic nature using information readily available through the data base.
b) Obtain and process information received through established processes via data bases/screens.
c) Relay/inform customer of policy, procedures, processes readily available through the data base.

Duty No. 2

Description: Accurately track and document items requested by the City and client	**% of time: 15**

Tasks:

a) Complete the required data base fields and forward the service request to the appropriate Department.
b) Complete the data base fields required by the City to track incoming calls.
c) Inform Team Leader of reoccurring inquiries where data is not available/accessible.

Duty No. 3

Description: Refer or transfer customers to the Team Leader or appropriate Department or outside agency	**% of time: 5**

Tasks:

a) Transfer difficult questions or irate/difficult callers to the CSR II.
b) Transfer customers to the appropriate Department where the level of complexity is beyond the scope of 311.
c) Refer customers to the appropriate resource outside the City.

Duty No. 4

Description:	**% of time:**
Tasks:	

Duty No. 5

Description:	**% of time:**
Tasks:	

Winnipeg

JOB DESCRIPTION

SECTION V - INDEPENDENCE ***Please give examples of decisions which are made in the job without reference to supervisors or subsequent checks.***
Decision: What data base information may be provided to customers.
Decision: What information is required to complete service requests.
Decision: What to relay to the Team Leader regarding reoccurring calls for service not currently accessible through the data base.
Please give examples of decisions which are referred to a higher authority (for consultation, check or approval).
Decision: Irate, uncooperative, or abusive customers are to be referred to the CSR II.
Decision: Complex or unique customer inquiries are to be referred either to the Team Leader, or the appropriate Department for resolution.
Decision:

Winnipeg

JOB DESCRIPTION

SECTION VI – IMPACT OF DECISIONS *Please give examples of **typical** decisions which are made in the job and indicate the consequences of each decision, both positive and negative. Also identify If the accountability is the incumbent's own or shared with others (identify position(s). See Guide*	
Providing information about public swim hours Wrong information is provided, customer is frustrated	Accountability: ☒ Own or ☐ Shared with
Incorrect or incomplete information passed on to the Department for follow-up.Deparmtent unable to complete work or request. Delay in completing the work. Ebmarrasment for City.	Accountability: ☒ Own or ☐ Shared with
	Accountability: ☐ Own or ☐ Shared with

SECTION VII - CONTACTS *Please list the type (contact) outside of direct reports/reporting relationship and nature (reason/purpose) of contacts related to the job.*	
Contact	**Nature and frequency of contact**
public	daily, hourly, repsond or take information

Winnipeg

JOB DESCRIPTION

SECTION VIII - PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Please indicate the physical and mental demands of this job and the working environment under which it operates

PHYSICAL REQUIREMENTS:

☒ Sedentary – typically includes any or all of the following:

- Sitting
- Standing
- Walking
- Climbing stairs
- Kneeling
- Stooping
- Use of both hands
- Manual dexterity
- Visual acuity/colour vision
- Lifting weights up to 15 pounds
- Most office jobs may be considered sedentary

☐ Light – typically includes any or all of the above plus any or all of the following:

- Climbing ladders
- Balancing
- Crawling
- Crouching
- Depth perception/night vision
- Reaching (either or both arms)
- Pulling
- Hearing
- Pushing
- Use of feet (for controls)
- Lifting weights up to 20 pounds.
- Jobs such as meter readers, regular transit operators and building cleaners may be considered light.

☐ Medium – typically includes any or all of the above plus the following:

- Lifting weights over 50 pounds
- Refuse worker, construction worker, emergency medical technologist, fire fighter, police officer and some labouring types of jobs may be considered heavy.

Is a Video Display Terminal (VDT) used at least 25% of the time in this job? ☒ Yes ☐ No

WORKING ENVIRONMENT:

Environmental Conditions exposed to:
- ☐ Extreme temperatures (hot, cold)
- ☐ Precipitation (rain, snow)
- ☐ Dry, humid and/or dusty air
- ☐ Brightness, darkness

Physical Circumstances involved:
- ☐ Confined Spaces
- ☐ Heights
- ☐ Vibrations (sudden jerk and/or jarring)

Special Occupational Hazards involved:
- ☐ Exposure to chemicals, toxins, gases, fire
- ☐ Exposure to mechanical and/or electrical hazards (machinery, hydro-electric transmissions equipment)
- ☐ Exposure to loud or otherwise harmful noise

Miscellaneous:
- ☐ Working alone
- ☒ Shift work

PROTECTIVE EQUIPMENT:
- ☐ Safety footwear (steel-toed boots, etc.)
- ☐ Skin protection (gloves, cream, etc.)
- ☐ Eye protection
- ☐ Head protection (hard hat, bump hat, etc.)
- ☐ Ear protection
- ☐ Respiratory protection

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JOB DESCRIPTION

SECTION IX - EDUCATION AND LEVEL OF WORK EXPERIENCE

Please identify the minimum level and specific type of education and/or working level experience required.

Level of education (specify certificate, diploma or degree):

- Grade 12 or equivalent

Designations, Licenses, Certificates, etc.:

-

Prior related work experience: (months)	**On-the-job learning time:** (months)	**Total Experience:** (months)
	2 months	

SECTION X – QUALIFICATIONS: KNOWLEDGE, SKILLS AND ABILITIES & COMPETENCIES

Please list the required knowledge, technical/professional skills, abilities and competencies required for the job.

A. Knowledge, Skills and Abilities

Minimum Acceptable Qualifications:

- Demonstrate a genuine respect for people, their concerns, feelings, and well being
- Demonstrate excellence in professionalism and courteousness
- Demonstrated ability to speak clearly and multi-task
- Ability to keyboard and type a minimum of 40 wpm
- Demonstrated ability to speak clearly and multi-task
- Experience and proficiency with windows based computer; keyboard, mouse, and internet
- Strong computer skills (ability to navigate data bases and use email proficiently)
- Some experience in an office environment, in a customer service function preferred
- Ability and willingness to work various shifts in a call center environment
- Ability to master software applications is essential
- Bilingualism considered an asset

Working Level Qualifications (Some may be acquired after starting. Please indicate time frame in months in each statement.)

- Working knowledge of City of Winnipeg departments and services within 6 months.

B. Competencies: (Please contact your Departmental HR Representative for assistance in this area. Information is on Citynet at http://citynet/hrintra/wkforce/CompetencyModelDevelopment/competency_model_develop_main.stm)

CORE Competencies applicable to all jobs within the City of Winnipeg

- Citizen & Customer Focus
- Respecting Diversity
- Ethics and Values
- Integrity and Trust
- Results Oriented

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JOB DESCRIPTION

All Leader Competencies Profile: (if applicable please list)

-

Position Specific Competencies: (includes applicable specific leader level and function specific profiles)