



BUILDING STANDARDS CLIENT SERVICES SPECIALIST (CONTRACT UP TO 6-MONTHS)

JD#: CT290

Job Number: J0124-0826

Job Title: Building Standards Client Services Specialist (contract up to 6-months)

Department:

Building Standards Department

Job Type: Contract

Job Category: Customer Service

Number Of Positions: 1

Date Posted: January 23, 2024

Closing Date: February 6, 2024

Salary: \$3,012.13 - \$3,239.27/Bi-Weekly

Hours of work: 35

Schedule: Monday to Friday

Union: CUPE 905 FT Clerical and Technical

Contract Duration: up to 6-months

Vaughan is one of Canada's fastest-growing cities. Its emerging downtown, the Vaughan Metropolitan Centre; Canada's first smart hospital, the Cortellucci Vaughan Hospital; and the 900-acre North Maple Regional Park continue to generate momentum and excitement. Be part of something amazing and build your career at the City of Vaughan!

The City is an equal-opportunity employer and a forward-looking municipality that is committed to fostering a dynamic workplace that is diverse, inclusive and welcoming. As an award-winning organization for its employment and diversity and inclusivity practices, the City is focused on providing its employees with a thriving professional environment that leverages flexible work arrangements, a family-focused benefits package emphasizing work-life balance, learning and growth opportunities, and a place where collaboration and teamwork are valued.

Excellence demands brilliant personalities, visionary thinking and a passion for public service. Vaughan is your place to grow.

Position Overview

The Building Standards, Client Services Specialist is responsible for high operational effectiveness to achieve and maintain a superior citizen experience. Requires handling and processing of sensitive information in a time bound and fast paced environment. Accountable for triaging, actioning, responding to and resolving citizen inquiries via telephone, email and in-person. Conducts research, liaises with both internal and external stakeholders to deliver accurate, efficient, and excellent service. The Building Standards, Client Services Specialist is also responsible for processing payment for Building Permits, Letter of Credits, Request for Information as well as other corporate transactions.

Required to participate initially in an extensive training program followed by on-going weekly training/coaching sessions. Required to keyboard and input data, have strong interpersonal and communication skills, both verbal and written. Works independently and in a team environment. Often required to multi-task while remaining adaptable to the changing needs of the business of the City of Vaughan.

Must deal courteously and effectively with the public, consultants, contractors, government agencies, staff, Council members and others while maintaining a high level of professionalism. The ability to recognize and resolve customer/client conflicts and mediate disputes must be strong, as well as knowledge of, and demonstrated ability in, the city's core competencies and relevant functional competencies. Client Service Specialists must possess a strong commitment to client/citizen satisfaction in order to consistently deliver excellence in service delivery.

Qualifications and Experience

- Three (3) year Community College Diploma in Business Administration, Marketing, Customer Service, or suitable equivalent of a combination of education and experience with a strong understanding of accounting principles and data analysis.
- Minimum of three (3) years' experience of administrative/customer service or other related front line customer service experience. Preferably in a municipal environment dealing with the public and building industry professionals.
- Highly proficient with commonly used computer software in an office environment.
- Excellent communication and organizational skills with ability to perform independently with minimal supervision and in a team environment
- Proven keyboarding and data input skills.
- Knowledge and understanding of construction drawings (architectural, structural, mechanical, sprinkler, plumbing and septic) to accurately identify and provide customer

service to all stakeholders.

- Excellent interpersonal and communication skills, both verbal and written.
- Demonstrated ability to multi-task while remaining adaptable to the changing needs of the business/City.
- Strong time management and organizational skills.
- Strong commitment to citizen satisfaction.
- Ability to deal courteously and effectively with the public, consultants, contractors, government agencies, staff, Council members and others.
- Ability to recognize and resolve customer conflicts and mediate disputes.
- Knowledge of, and demonstrated ability in, the city's core competencies and relevant functional competencies.

We thank all applicants for their interest; however, only those selected for an interview will be contacted. Please be advised, the City of Vaughan uses email to communicate with applicants for open job competitions.

The City of Vaughan is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The City of Vaughan is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.