



**We're building change in Brampton.**

The urban centre we serve is one of the youngest, fastest growing, most diverse cities in the country. We're aiming high and thinking big, to position Brampton as an emergent global city of the future.

Leaders in our organization understand success requires passion, creativity and agility. We value progress over process. We hold each other accountable. We are a team who is engaged, excited and empowered to deliver results for Brampton.

Exciting things are happening at the City of Brampton. Take a look at what employees are working on related to our [Term of Council Priorities](#) moving us forward towards [The Brampton 2040 Vision](#).

## **COORDINATOR, SERVICE CENTRE (18- MONTH CONTRACT)**

**POSTING NUMBER: 104151**

**HIRING SALARY RANGE: \$81,325.00 - \$91,491.00 PER ANNUM**

**MAXIMUM OF SALARY RANGE: \$101,656.00 PER ANNUM**

### **AREA OF RESPONSIBILITY:**

Reporting to the Supervisor. Revenue & Service Centre, this role is responsible to coordinate, monitor and control the Transit fare media in the Service Centre locations and reconcile the daily cash revenues, as required. Oversee Transit Revenue Room on a rotational basis. Act as a key source of contact to meet operational needs and corporate service standards. Provide direction and guidance to part-time store staff.

### **1. OPERATION SUPPORT**

- Provide day-to-day coordination, guidance and support for Transit fare media and associated, processes, policies, practices and project initiatives to meet operational needs and corporate service standards.
- Distribute process fare media for all stores and locations.
- Maintain inventory control on all fare media for auditing purposes.
- Provide training to staff and ensure they possess knowledge in policy and practice guidelines.

### **2. CUSTOMER SERVICE**

- Act as a key source of contact and provide guidance, advice and support to ensure coordination meets operational needs and corporate service standards. Escalate complex issues to appropriate level for resolution.
- Build and maintain a relationship with cross-functional departments, team and management to support coordination and ensure a thorough understanding of operational needs.

### **3. COMMUNICATION AND REPORTING**

- Prepare reports; perform reconciliations and general ad hoc information as required accurately by established timelines.
- Create and maintain documentation and ensure necessary sign-offs and approvals meet policies and confidentiality.

### **4. CORPORATE CONTRIBUTION**

- Conduct research using internal and external resources to gain insight of market trends, current programs, processes and practices to support management and recommend ways to improve business processes, service solutions and best practices.
- Maintain knowledge of collective agreements, City policies and practices, legislation, regulations and Standard Operating Procedures (SOPs).

### **5. BUDGET SUPPORT**

- Use of effective resource and expense management at all times to meet corporate policies and guidelines.
- Monitor all cash handling procedures which include cash reports, revenue reports, deposits, security service, coin replenishment and employee short tallies.

### **6. TEAMWORK AND COOPERATION**

- Participate in project coordination and team meetings as required to meet operational needs.
- Work well within diverse groups in support of operational goals and objectives.
- Demonstrate corporate values at all times.
- Participate as a member of cross-functional team.
- Provide support/backup as necessary.

### **SELECTION CRITERIA:**

- Post-secondary degree or diploma in Business Administration, Human Resources or equivalent education/experience in related field.
- 3-5 years experience in a service or transportation field.
- Supervisory experience in a unionized environment is preferred.
- Thorough Knowledge of Municipal, Regional, Provincial and Federal Governments and applicable Legislations is an asset
- Ability to identify business needs, initiate and coordinate project resource requests
- Solid Customer Service and People Management skills; Interface with internal and external customers to meet corporate service standards
- Solid Organizational skills; Detail oriented, well organized able to coordinate activities and tasks meeting conflicting priorities and timelines
- Computer proficiency in Microsoft office/software
- Solid mathematical skills and attention to detail.

*\*\*Various tests and/or exams may be administered as part of the selection criteria.*

**Job status:** Contract

**Job Type:** Management and Administration

**Applications must be received by: May 17, 2021**

**Alternate formats will be provided upon request.**

As part of the corporation's Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply online at: [www.brampton.ca/employment](http://www.brampton.ca/employment) (use for external websites/job boards) quoting **reference #104151 by May 17, 2021** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant's responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.



*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact [TalentAcquisition@brampton.ca](mailto:TalentAcquisition@brampton.ca) or 905.874-2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*