# Customer Experience Assistant

## Job Description

**Reports to:** **Customer Experience Team Leader**
**Team:** **Customer Experience**
**Date Updated:** **2026**

**Job Scope:** The Customer Experience Assistant plays a vital role in ensuring outstanding service and customer satisfaction. Serving as the primary point of contact, this position addresses inquiries, resolves issues, and fosters positive interactions with customers. This position requires strong communication skills, empathy, problem-solving abilities, and the capability to work both independently and as part of a team, all while maintaining a commitment to delivering exceptional customer experience.
Key responsibilities include processing customer inquiries, handling cash transactions, providing general office support, and utilizing multiple software systems, with a primary focus on enhancing the customer experience. The role may require providing services across various locations, and working hours are based on a flexible, non-standard work week.

### Key responsibilities of the job are as follow:

**Customer Experience:**

- Greet and engage with customers through various communication channels in person at the front counter, over the phone, and by email;
- Provide information and guidance on services and/or programs offered by the Town. Process and/or direct customer enquiries to appropriate business centre;
- Receive payment for Town services, programs and/or bookings;
- Accountable for daily cash handling and receipting according to approved Town practices;
- Provide timely and accurate responses to customer inquiries;
- Maintain strong relationships with other business centres;
- Collaborate with cross-functional teams to share customer insights and contribute to the improvement of services, programs and process;
- Respond to, report and document any emergency or behavioral events;
- Receive and process internal and external mail, costs, and usage statistics;
- General Administrative Support – Fulfill assigned team tasks, such as but not limited to, statistic recording, data analysis, electronic board updating, procedure updates, meeting minutes, and financial tasks-such as processing invoices;
- Systems & Software - Efficiently navigate the Town's systems and software relevant to the business centre an or division where required;
- Records Management - Develop and maintain databases and records management that complies with Town RMS Policy;

- Data Entry - Track data, costs, and usage statistics;
- Calendar, Meetings, and Event Coordination - Involves all aspects of coordinating the calendar of others, setting up meeting times, creating and circulating agenda and minutes, coordinating location, required technology and the details related to special events, managing distribution and contact lists, etc.

**Other responsibilities:**

- Projects and tasks as assigned;
- Conduct routine research using the internet or other sources;
- Basic contract administration;
- Circulating information to all stakeholders;
- Best practices – Proactively identify areas or processes for improvement or updating;
- Ensure all activities are conducted according to OH&S and Town standards;
- Provide back up to team members and other administrative staff as needed;
- Coach and mentor less experienced employees.

## Qualifications and required skills:

- **Education:** Equivalent to High School completion.
- **Certifications:** Additional relevant training recognized by a certificate would be considered an asset.
- **Experience:** 1 or more years direct/indirect related work experience representing continuous learning
- Ability to clearly and professionally, clearly, discreetly communicate with customers in person, over the phone, and via email, ensuring positive and effective interactions.
- A genuine commitment to delivering excellent service and ensuring customer satisfaction at all times.
- Ability to quickly assess and resolve customer concerns or issues, ensuring a positive outcome.
- Proficiency in managing multiple tasks simultaneously while maintaining a high level of accuracy and attention to detail.
- Experience with processing transactions and handling cash accurately and securely
- Knowledge of municipal government would be an asset.
- Possess an ability to follow broad guidelines.
- Possess an ability to maintain confidentiality regarding matters that affect the department and the Municipality as a whole.
- Possess an ability to multitask
- Demonstrate intermediate knowledge and experience of computer functions (including MS Office Suite).