

Department: Corporate Services

Division: Customer Service

Reports to: Customer Service Manager

Position Objective/Summary

The Screener/Greeter provides key support to the COVID-19 response at the City of Port Colborne. In this position, you will have the opportunity to interact with members of the public and staff.

Duties & Responsibilities

- Responsible for greeting and screening visitors to City Hall using a standardized screening tool.
- Educate participants/users as they enter the facility about the COVID-19 safety procedures and policies which are in place and must be adhered to.
- Help to direct the flow of traffic in City Hall.
- Ensure hand sanitization and adherence to policies and procedures related to personal protective equipment.
- Ensure high touch point areas are being cleaned, sanitized, and disinfected in work area throughout the day.
- Contact City Hall departments to advise them when an appointment or walk-in has arrived to ensure they are prepared and ready for visitors to their floor.
- Assist Corporate Services staff with general administrative duties, as required.
- Ensure proper cleaning of workstation and main entrance area as required.
- Other duties as assigned.

Work Schedule

Monday to Friday, 8:30am-4:30pm

Temporary from approximately September 2021 to December 2021

Education

- OSSD
- Prior customer service experience

Experience

- 6 months of front-line customer service

Knowledge

- Great customer service skills and commitment to service excellence;
- Great verbal and written communication skills;
- Excellent interpersonal, customer service, organizational, decision-making, multi-tasking and work prioritization skills;
- Ability to follow procedures and directions;
- Practices confidentiality.

Work Demands

Carries out work assignments that require the use of various pieces of office equipment, including but not limited to a computer, photocopier, scanner.

Job involves standing, sitting, walking.

Must wear Personal Protective Equipment as outlined.

Environment

Works inside in an office environment. May deal with members of the public that are irate or upset.

Position History

August 2021- This Job Description was reviewed for accurate content and AODA compliance.

Reviewed by department and approved by:

Scott Luey – Chief Administrative Officer

Date