

**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:**

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Scott Luey – Chief Administrative Officer

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Date