



[www.civida.ca](http://www.civida.ca)

E: [help@civida.ca](mailto:help@civida.ca)

P: 780-420-6161

F: 780-426-6854

10232 112 Street NW

Edmonton, AB T5K 1M4

## JOB POSTING

**Position: Supervisor, Customer Success (CS 3)**

**Location: Edmonton**

**Term: Full-time, Permanent**

**Monthly Salary Range: \$5,453.02 to \$6,825.11 (Based on AUPE Collective Agreement)**

At **Civida**, HOME is our focus. We are the largest provider of social and affordable housing in the Edmonton area, managing over 4,500 social housing rental units and over 700 near market housing rental units. We offer both townhouses and apartments throughout the city. We welcome the opportunity to provide our families and individuals with a safe and secure place to call home. Visit [Civida](http://Civida) for more information.

The Supervisor, Customer Success is responsible for ensuring that the organization provides empathetic, efficient and effective customer service delivery from all touchpoints (call center, office visit, website/email inquiries), coordinating the various functions of the department and supervising department staff.

### **Key Responsibilities include:**

#### **Customer Relations**

- Ensure that customers are provided with program information and advice in accordance with government legislation, policies and values.
- Schedule staff rotations to ensure coverage at all customer access areas.
- Monitor the quality of customer interactions across all touchpoints for empathy, accuracy, respect and timely response.
- Ensure that statistical reports are prepared accurately and on a timely basis.
- Provide the Manager with information and recommendations pertaining to the customer complaints, including events of a significant nature.
- Contribute to the development and improvement of procedures.
- Participate in development of new service delivery outlets.
- Liaise with Systems and PMO for resolution of tickets
- Ensure that changes in Regulation and Legislation are well understood and implemented at the frontline level.
- Provide service escalation support.
- Support the manager with responses to MLA, Ministry and other Stakeholder inquiries.
- Ensure that all the processes within the scope of this position are coordinated in cooperation with other departments.



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### Supervision

- Provide supervision of staff and work functions.
- Delegate work and provide direction as required.
- Provide input to the Manager for evaluation of staff performance and site managers, and associated contractors.
- Provide training to new customer service staff and ensure staff are trained in their role and have the tools and training necessary to accomplish the tasks.
- Oversee tasks of staff and ensure accurate completion, to the expectations of the organization
- Evaluate all inputs into system and complete random audit checks on work.
- Assists with effective cover-off system for staff vacation and other absences.
- Provide the Manager with information and recommendations pertaining to events of a significant nature and of the general operations of the department.

### Qualifications: Minimum and Preferred (Education, Certification, Degree, Concentration, Skills, Knowledge, etc.):

- Minimum 6-years' experience is required.
- Post secondary degree and/or diploma preferred.
- Supervisory skills of unionized employees managing to a Collective Agreement is considered an asset.
- Understanding to trauma informed procedures and leadership
- Develop and maintain a good working knowledge of Social Housing Accommodation Regulation, Alberta Housing Act, the Residential Tenancies Act, FOIP.
- Knowledge of social and language barriers, human behaviour, family dynamics, health, mental health and addiction issues in dealing with a very diverse group of clients.
- Excellent oral, written and interpersonal communication skills.
- Strong computer skills and ability to work with Microsoft Office suite of business programs.
- Ability to make sound decisions in conformance with established policies and regulations.
- Ability to be tactful, diplomatic and use good judgment in resolving issues.
- Ability to negotiate and bring resolution under difficult circumstances.
- Ability to work independently with minimal supervision.
- Ability to develop and maintain strong professional relationships with internal and external stakeholders, including working effectively with all levels of staff members.
- Highly effective prioritization, multi-tasking, and time management skills to meet deadlines.



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## How to Apply

Interested applicants must send in a resume with a cover letter explaining why they are interested in the position and why they believe they would be a strong candidate.

Civida has implemented a COVID-19 Vaccination Policy that requires all employees to be fully vaccinated against COVID-19 and provide proof of vaccination. Employees who cannot be fully vaccinated, based on a protected ground under the Alberta Human Rights Act, may request approval for an exemption and accommodation.

We thank all applicants for their interest. Only individuals selected for interviews will be contacted. The successful applicant will be required to undergo a Police Information Check.

**Send cover letter and resume to Human Resources email: [careers@civida.ca](mailto:careers@civida.ca)**

**Closing Date:** May 26, 2023

Competition # 2327