

## CALL CENTRE AGENT

*The TDSB Call Centre is operated 24 hours per day, 365 days per year, providing emergency and general inquiry services to all TDSB departments and the community*

Supply hourly rate: \$ 20.35

**Temporary hourly rate (after 30 Days) \$27.13**

*(Effective September 1, 2020)*

*3.4% statutory holiday pay and 4% vacation pay are added to these rates*

### GENERAL OVERVIEW

Candidates must be available to work shift work, including statutory holiday, 3-5 days per week

- Provide telephone answering service and general information for the general TDSB inquiry number
- Receive and re-direct incoming calls from the TDSB's main emergency telephone number
- Monitor surveillance systems for alarms such as fire, power failure, building systems failure, gas detection, and break-in;
- Monitor video surveillance systems and building automation systems
- Operate various types of communication systems (telephone, pagers, 2-way radio, computer, etc.)
- Log and track incidents
- Create emergency maintenance work request notifications
- Operate surveillance systems for alarms such as fire, power failure, building systems failure, gas detection, break-ins, buildings' early opening, and fail to close
- Monitor building automation systems; Operate central radio system
- Receive and respond to incoming calls from the TDSB's main emergency telephone number, which is linked to an automatic call distribution system (ACD) or a computer telephony integration system (CTI)
- Receive and respond to calls by telephone from the public; e.g. the after-hours community use of schools or other queries
- Provide general information to the public and answer frequently asked questions (FAQs) auxiliary to the TDSB website
- Maintain excellent rapport and appropriate public relations with the public; Liaise with TDSB or contracted security personnel and external alarm monitoring services
- Operate the Remedy Problem Tracking system and computerized telephony integration system (CTI)
- Notify appropriate personnel to respond to emergencies via telephone, pager, or radio (i.e. Toronto Fire and/or Police Services, Ambulance, Toronto Works Department, or TDSB personnel)
- Relay messages among supervisory staff and front-line personnel; Operate the SAP Plant Maintenance computer system to create emergency work request notifications

### EDUCATION AND EXPERIENCE

- Secondary School Diploma
- One year related experience including extensive telephone communication or
- an equivalent combination of education and experience

*Only applicants selected for an interview will be contacted. The Toronto District School Board adheres to equitable hiring, employment and promotion practices. We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the application process.*