

**Call Centre Agent**  
1 – Acting Position  
**Facility Services**  
**CUPE Local 4400 Unit C - Grade J (12 Month)**  
**\$31.56 – \$37.02 per hour**

**(It is anticipated that this acting assignment will end on June 30, 2025)**

**The Toronto District School Board adheres to equitable hiring, employment and promotion practices.**

*The TDSB Security Operations Centre is operated 24 hours per day, 365 days per year, providing emergency and general inquiry services to all TDSB departments and the community. Reporting to the Physical Plant Security Coordinator, The Call Centre Agent will:*

- *Provide telephone answering service for the general TDSB inquiry number;*
- *Provide general information to the public (i.e., answers to TDSB FAQs and information as directed by specific administrative departments);*
- *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-ins;*
- *Monitor video surveillance systems;*
- *Monitor building automation systems;*
- *Operate various types of communication systems (telephone, pagers, computer, etc.);*
- *Log and track incidents; and*
- *Create emergency maintenance work request notifications*

**Summary of Duties:**

- 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;
- Log details of alarms and/or reported alarm-related incidents;
- 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;
- Query the SAP PM system to provide responses to questions re the status of work requests;
- Receive incoming calls via the TDSB's emergency telephone number, which is linked to an ACD/CTI system for emergency facility repair requests;
- Receive calls by telephone for personal emergency assistance; e.g. injuries, accidents, etc.;
- Log details of reported incidents;
- Maintain data for the telecommunication information system;
- Participate in monthly ACD, CTI and Remedy agent performance reviews and communication skills evaluations;
- Assist in analyzing data and producing Call Centre statistical information reports and Automatic Call Distribution system reports;
- Assist analyzing data and verifying accuracy of charges from the Police and Fire Services for attendance to false alarms;
- Prepare reports utilizing word processing, spreadsheet and database applications;
- Communicate in person with various staff and visitors who come to the Call Centre for a variety of reasons; and
- Other duties as assigned.

### **Qualifications:**

- Secondary school diploma and one year of related experience including extensive telephone communication experience, or an equivalent combination of education and experience;
- Proven ability to communicate effectively with a customer service focus;
- Proven ability to deal with difficult calls/situations and to take appropriate action in stressful or emergency situations according to Board and/or department procedures/guidelines;
- Familiarity with telecommunications, radio, surveillance and building automation systems;
- Proficient keyboarding skills;
- Proficiency and expertise in the use of computer technology (e.g., e-mail, word processing, spreadsheets, databases, and SAP PM and Remedy);
- Ability to document information accurately; and
- Knowledge of general office procedures.

**Location:** 140 Borough Drive (Wheelchair Accessible)

**Shift:** Rotating Shifts, Day/Evening/Night

**Hours:** 40 Hours per week

**Work Year:** 12 Months

### **Please note:**

Applications **must** be submitted:

1. In résumé form with a covering letter to: [Application.Submission@tdsb.on.ca](mailto:Application.Submission@tdsb.on.ca)
2. With competition # **CUPE C-24-0172UTE** in the subject line
3. Apply no later than 4:30 pm on **September 25, 2024**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

***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.***