



## Career Opportunity – Internal/External Posting

### **Customer Service Representative (Temporary Maternity Leave Contract 14-Months) Legal and Legislative Services**

#### **Position Summary:**

Reporting to the Deputy Clerk/Records and Information Manager, the Customer Service Representative plays an integral role in the promotion and support of the Municipality's vision and mission through the provision of exceptional customer service to residents, the public and internal departments. In addition, the Customer Service Representative's primary responsibility is to ensure that the customer's immediate needs are met. This role will assist with a variety of clerical and administrative duties as assigned. Confidentiality and constant interruptions are a demand of the position.

#### **Key Responsibilities:**

- Drive continuous process improvement and promote the goals of the organization through the establishment and maintenance of positive relationships with customers on behalf of the Municipality.
- Take personal responsibility for the delivery of superior customer service with each customer contact.
- Efficiently and effectively deliver a wide range of information in response to customer inquiries via phone, email or in person.
- Responsible for creating and tracking service requests and requests for by-law enforcement through an online system.
- Collect and process payments and transactions, including property tax payments, water payments, licences, invoices, and permits.
- Reconcile and prepare receipts for bank deposits.
- Assist with the preparation of Vital Statistics (marriage and death) for the Registrar's Office.
- Post cemetery information in the computer application and manual system, including burials and plot sales.
- Receive applications, research information, review, and process various licences, registrations and permits including dog licence applications, marriage licences, lottery licence applications, firework permits, and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) requests.
- Schedule marriage solemnizations, including preparing the documentation required for the ceremony and scheduling the marriage officiant.

- Assist with incoming and outgoing mail, electronic communications, emails and courier services for the main corporate office and direct to the appropriate department.
- Maintain accurate and up-to-date referral information.
- Assist with the scanning, filing, and retention of documents and images in the Laserfiche program within the Legal and Legislative Services department, specifically the By-law Enforcement Division.
- Order supplies and business cards for the Corporation.
- Assist with the municipal election process.
- Contribute to a work environment that fosters pride in being part of a team and promotes personal growth.
- Comply with the Occupational Health and Safety Act, applicable regulations, as well as the Municipality's Health and Safety Program.
- Other duties as assigned.

**Qualifications, Knowledge and Skills:**

- Must have a recognized two-year college diploma in business or office administration or equivalent education and/or experience.
- Must have a minimum of one year experience in front desk reception with an emphasis on strong customer service delivery and multi-line telephone system.
- Must have experience demonstrating strong organizational skills.
- Must have experience and ability to process payments and handle large volumes of transactions and data entry with accuracy.
- Must have advanced knowledge of Windows and Microsoft Office programs, database format programs and other software programs as well as a dictaphone.
- Must demonstrate a typing speed of at least 40 words per minute.
- Must have experience demonstrating effective written and verbal communication skills.
- Successful completion of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) Municipal Administration Program is an asset.
- Fluency in more than one language is considered an asset.

**Hours of Work and Working Conditions:**

35 hours per week, in an office environment. Some travel and attendance at evening meetings is required. Confidentiality and constant interruptions are a demand of the position. Overtime may be required on occasion.

**Employee Group:**

Non-Union.

**Salary Range:**

\$55,873.57 to \$65,364.17 annually (2024 Rates).

**Closing Date:**

Applications must be received by 11:59 PM, Monday, October 14, 2024.

**How to Apply:**

Interested candidates must apply online through our website, [leamington.ca/careers](http://leamington.ca/careers)

We thank all applicants; however, only those selected for an interview will be contacted. Selected applicants will be subject to an interview process and skills testing to determine eligibility.

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We are pleased to accommodate any individual needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation throughout the hiring process, please contact Human Resources at 519-326-5761 ext. 1112 to make your needs known in advance.

Personal information on this form is collected under the authority of the Municipal Act, 2001, R.S.O. c45 and will be used to determine eligibility for employment. Questions about the collection of this information can be directed to the Manager of Legislative Services/Clerk, Municipality of Leamington, 111 Erie Street North, Leamington, Ontario, N8H 2Z9, Telephone: 519-326-5761