



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

CUSTOMER SERVICE ASSOCIATE PERMANENT, FULL TIME (35 HOURS PER WEEK)

The Customer Service Associate delivers exceptional centralized customer service for a variety of municipal services in an efficient, professional and accurate manner. The position is responsible to provide customer service, accurate information, and assistance to the general public, Township staff and outside agencies, from a variety of channels including in person, telephone and email and carries out general clerical, administrative, data input, and record keeping functions according to corporate procedures.

In addition, the Customer Service Associate is responsible for receiving and processing tax payments and other fees/charges payments and responding to tax related inquiries. The position processes and completes transactions involving taxation, permits, licensing and other duties as assigned.

Key Major Responsibilities:

Customer Service

- Respond to general public inquiries and requests for information from general public, elected officials, government agencies and other visitors as the first point of contact in person, via telephone, and by email.
- Provide information regarding Township services, programs and facilities. Refer detailed or special requests to appropriate departments, staff or agencies.
- Maintains a high level of customer service with corporate departments.
- Responds to customer service queries, prepares and provides administrative support and accepts payment for weddings, licenses, permits, commissioning, etc.
- Ability to work collaboratively and be adaptable to handle multiple tasks.
- Responsible for the day to day activities of the animal licensing program, including advertising, ordering licensing supplies, data entry, and issuing receipts.
- Issues Fire Permits in accordance with the Open Air By-law including accepting payment and issuing receipts.
- Maintain information rack, brochure/flyers and other written material available to the public concerning municipal services and operations.
- Coordinate changing of art in the Council Chamber with the Elora Arts Council.

Legislative Administration

- Assist in the maintenance of the department's webpages, as directed.
- Provide clerical support for the preparation of departmental materials such as schedules, notices, information pamphlets and calendars.
- Distribute notices for Committee of the Whole and Council, prepare minute set ups, format by-laws and the Committee of the Whole report.
- Prepare follow-up correspondence on related matters for Council and/or Committee as requested. Ensure decisions/directions are forwarded to the appropriate staff and minutes and by-laws are filed in the proper format and appropriate books.
- Prepare minutes, by-laws and agreements for signing.
- Responsible for set up and take down of the Council Chamber for Council and Committee meetings and Local Planning Appeal Tribunal (LPAT) hearings.
- Assist with arrangements for receptions and special events and participates, as required.
- Maintain Council attendance, conflict of interest and by-law consolidation databases.
- Order office supplies for the department and responsible for ensuring copier room is stocked with paper and other supplies.
- Prepare correspondence and documentation for the annual renewal of dog tags and of kennel licenses.
- Receive and process monthly financial activity reports from the Guelph Humane Society/Animal Control Officer.
- Obtain, sort, open and distribute incoming and outgoing mail for the Township, including sending and receipt of packages and courier deliveries, maintain mail log.
- Update and maintain file systems, both computerized and manual, for Corporate Services Department in accordance with records management policies and procedures.
- Maintain database both paper and electronic for advisory committees and boards.
- Coordinate advertising for Corporate Services Department as directed.
- Assist with the proper maintenance of office equipment.
- Act as an Election Official and performs election responsibilities as assigned.
- Perform other administrative duties within Corporate Services Department, as directed.

Taxation & Finance

- Respond to tax inquiries in person, by email and over the phone, and accepts payment for taxation.
- Receive payment over the counter, through the mail and from the Township drop box, and issues receipts (where applicable). Ensure accuracy in all transactions.

- Provides information to lawyers, mortgage companies and real estate agencies.
- Prepare and secure tax statements at the request of the public
- Review accurate information relating to pertinent changes to customer tax accounts and pre-authorized tax payment plan.
- Process new roll & ownership change invoices and payments.
- Balances daily receipts and cash drawer, prepares daily balance/summary sheets.
- Ability to work under pressure and deal with high volumes of in person and telephone inquiries arising from tax due date
- Ability to de-escalate and defuse irate people as the first point of contact.
- Prepare balance/summary sheets (deposits) for user fees, licenses and permits. Responsible for the daily processing of the debit machine transactions and monthly purchasing card statements.
- Provide support to Finance Division staff as required.

Qualifications and Requirements:

- Post-secondary school education in business or public administration or related discipline and relevant experience or an equivalent combination of education and experience.
- Minimum of two (2) years office experience with a focus on customer service and/or working in a public agency or public setting.
- Six (6) – twelve (12) months of experience providing administrative assistance to management-level staff within a municipal environment would be considered an asset.
- Ability to communicate clearly and concisely, both orally and in writing.
- Excellent customer service skills, knowledge of best practices and principles.
- Ability to deal with a variety of interpersonal styles and personalities in an appropriate, professional and diplomatic manner.
- Excellent computer and internet skills, including Microsoft Office, Adobe Acrobat, etc.
- Experience with iCompass, Great Plains and/or Citywide would be considered an asset.
- Knowledge of basic accounting duties and cash handling procedures.
- Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Demonstrated ability to establish effective working relationships and collaborative work approaches with co-workers, senior management, outside agencies, other levels of government and external parties.
- Ability to work and problem solve with general supervision.
- Superior organizational and time management skills.

Annual Salary: \$56,503 - \$66,101

How to Apply: Township of Centre Wellington, 1 MacDonald Square, Elora, ON N0B 1S0
via email to: careers@centrewellington.ca

Deadline to Apply: Tuesday, October 26, 2021 at 4:00 p.m.

Qualified applicants are invited to submit a resume and cover letter in **one document in MS Word or .PDF format**. Please include your ***first name, last name and the position title in the subject line***.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications.

As the COVID-19 pandemic evolves, we continue to adjust recruitment practices based on the guidance provided by our local Public Health Unit. Assessment of candidates may be via video/remote interviews or physically distanced face to face interviews. We thank all those that apply; however only those candidates selected for an interview will be contacted.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.