



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

Legislative & Customer Service Coordinator PERMANENT, FULL TIME (1 EXISTING VACANCY, 35 HOURS PER WEEK)

Join the Township of Centre Wellington where you can make a meaningful impact in a thriving, innovative, and welcoming community. As the largest municipality in Wellington County, Centre Wellington combines the charm of rural living with the vibrancy of urban life, offering an exceptional quality of life for residents and visitors alike. Our organization values integrity, collaboration, and innovation. Here, you'll be part of a dynamic team delivering services, driving creative initiatives, and shaping a future where everyone feels connected and supported. Discover your opportunity to grow, lead, and belong at Centre Wellington.

The Legislative & Customer Service Coordinator provides comprehensive legislative, administrative, and customer service support to the Corporate & Legislative Services division and the Council secretariat, while delivering exceptional centralized customer service to the public.

This position is responsible for supporting the preparation, review, and publishing of Council and Committee agendas, minutes, reports, by-laws, contracts, agreements, and correspondence, while ensuring the accurate handling of confidential information and sensitive political matters. In addition, the position processes and completes a wide range of municipal transactions, including taxation, permits, licensing, and other customer service requests and inquiries in an efficient, professional, and accurate manner.

Main Duties and Responsibilities

Customer Service Administration

- Delivers high-quality, centralized customer service as the first point of contact for municipal services, responding to inquiries in person, by telephone, and electronically in a professional, accurate, and courteous manner.
- Calculates, collects and processes fees, including taxation payments, permits, animal licenses, fire permits, penalty notices and other municipal services.
- Responds to tax inquiries, provides information to lawyers, mortgage companies, real estate agents, and other external stakeholders, and prepares tax statements as requested.
- Assists with pre-authorized tax payment plans and changes to tax accounts.
- Balances daily receipts and cash drawer and prepares daily balance sheets.
- Provides information and guidance to residents, businesses, internal departments, elected officials, and external agencies regarding municipal programs, services, policies, and procedures, referring complex matters as needed.
- Deputy Division Registrar for the purpose of issuing marriage licenses
- Coordinates with by-law, licensing and permit programs, including review of all supporting documents such as receipt of applications, fees, maintaining records and issuing documents and receipts.
- Manages sensitive and confidential information with a high degree of discretion while responding to high volumes of public inquiries, including conflict resolution and de-escalation when required.
- Election Official, providing support to the municipal and school board elections.
- Responsible for providing administrative support to the Corporate & Legislative Services division, including records maintenance, correspondence, mail handling, website updates, maintaining office supplies, and supporting special events.
- Provides administrative support to the Managing Director of Corporate & Legislative Services/Municipal Clerk, the Manager of Legislative Services & Deputy Municipal Clerk, and Council, including

conference/seminar registration, travel accommodation arrangements, and associated reimbursement requirements.

- Operates Council Chamber audiovisual equipment to provide livestreaming of Council and Committee meetings, as required.
- Act as an Officiant for Civil Marriage Ceremonies in accordance with the *Marriage Act*.
- Coordinates and designs the “congratulations and well-wishing” certificates on behalf of the Mayor.
- Ensures email inquiries generated through the website and public folders are monitored and responded to.
- Supports other Corporate & Legislative Services division functions as required.

Legislative Services

- Provides coordinated legislative and administrative support to Council, Committee of the Whole, and Advisory Committees, including the preparation, publication, and maintenance of agendas, minutes, by-laws, reports, agreements, and related correspondence.
- Provides back-up and supports Council secretariat functions by managing legislative workflows, ensuring timely submission and formatting of reports, maintaining official records, and publishing materials through electronic agenda management systems and the municipal website.
- Attend Council and Committee meetings to provide procedural, technical, and minute-taking support, ensuring meetings are conducted efficiently and in accordance with legislation and procedural by-laws, as needed.
- Coordinates and provides back up to delegation and advisory committee processes, including appointments, recruitment, Terms of Reference updates, and liaison with Members, staff, and the public.
- Conducts legislative and policy research and prepares reports, by-laws, policies, and procedures related to governance, compliance, and municipal best practices.
- Receive and process requests for access to Information in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).
- Assists with records management functions including retrieval, annual purge, and destruction functions.
- Coordinates set-up and take-down of the Council Chamber for Council, Committee, and OLT hearings, and assists with receptions, special events, conferences, and workshops.
- Maintains and updates Corporate & Legislative Services filing systems in accordance with records management policies and procedures, including records retention, retrieval, and destruction.
- Coordinates departmental advertising and supports the maintenance of office equipment and supplies.
- Acts as an Election Official and performs assigned election duties; acts as a Sub-Registrar under the *Vital Statistics Act*, as required.
- Submit claims under the Ontario Wildlife Damage Compensation Program.
- Maintains professional knowledge and skills through ongoing training and development, and complies with all occupational health and safety requirements.
- Performs other duties as required.

Minimum Qualifications and Requirements

- Post-secondary education in Public Administration, Political Science, business, or related discipline
- An equivalent combination of education and experience may be considered.
- Minimum of three (3) years of experience in Municipal administration, Council or Committee coordination, or related experience.
- Experience with iCompass or similar software, Great Plains and/or Cityview would be considered an asset.
- Knowledge of legislation pertaining to local government, in particular, the *Municipal Act*, *Planning Act*, *Municipal Elections Act*, *Municipal Freedom of Information and Protection of Privacy Act*, etc.
- Knowledge of municipal government administration, structure and procedural by-laws/statutes.
- Strong knowledge of parliamentary procedures, office operations and technology, working knowledge of functions, operations and business of municipal government and the policies of Council, Committees and their relationship with staff and external contacts.
- Ability to exercise discretion, good judgement, diplomacy and confidentiality.
- Ability to work well under pressure, complete multiple assignments, and function effectively in a high-volume workplace with multiple deadlines necessitating a high degree of accuracy.

- Excellent oral and written communication skills with proven ability to communicate effectively with various internal and external stakeholders.
- Demonstrated ability to establish effective working relationships and collaborative work approaches with internal departments, Council, senior management, outside agencies, the media, the general public, and other stakeholders.
- 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.
- Ability to adapt to changing technologies and learn the functionality of new equipment and systems.
- Ability to work and problem solve with general supervision.
- Must possess a valid Class 'G' Driver's License and access to a vehicle.

Work Location: Municipal Office (1 MacDonald Square, Elora)

Annual Salary: \$74,098 to \$83,350 (2026 salary range)

How to Apply: Interested applicants are requested to submit a **single document** that includes their cover letter and resume in MS Word or PDF format by email to careers@centrewellington.ca by **August 14, 2026 at 11:59 p.m.** Please quote job posting '2026-52' in the subject line.

The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. We thank all those that apply; however, only those candidates selected for an interview will be contacted.

No phone calls please.

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. The Township of Centre Wellington is committed to an inclusive, barrier-free recruitment process. If you require accommodation at any stage, please contact us at hr@centrewellington.ca

The lands we know today as the Township of Centre Wellington have been home to Indigenous peoples since time immemorial. We acknowledge that we are on the treaty lands and traditional territory of the Anishinaabe and the Haudenosaunee ([read more](#)).