
Employment Opportunity Available

Customer Service Representative Full-Time, Permanent Position

The Township of Springwater, located in the heart of Simcoe County, is a mixed urban/rural municipality with growing urban settlements and a prosperous agricultural sector. The Township is seeking a highly motivated, team oriented individual for the position of **Customer Service Representative**.

As part of the Finance Department and reporting to the Manager of Revenue/Deputy Treasurer, the **Customer Service Representative** will:

- Provide front line customer service, both in person and on the telephone, to customers with finance, recreation, public works or other general inquiries.
- Work collaboratively with other departments to find solutions and resolve customer concerns.
- Process payments and issue receipts for all front counter transactions, including tax and water/wastewater bills, recreation program registrations and rentals, building permits, dog tags and licenses.
- Complete daily balancing, prepare weekly deposits, and process reports.
- Administer payroll processing in an accurate, confidential and timely manner.
- Register all participants for recreation programs and camps on Book King System and prepare class lists.
- Assist in the mailing of property tax and water/wastewater bills and tax certificates.
- Process Township mail on a daily basis, including opening, date stamping and distributing to appropriate departments; receive and record procurement documents.
- Assist with data input and processing of invoices.
- Carry out other duties and responsibilities as assigned.

Qualifications and Experience

- Successful completion of a University Degree in Business Administration or an equivalent combination of education and experience.
- Minimum of 2-5 years' related work experience, preferably in a municipal environment
- Good verbal and written communication skills are required to provide accurate, timely and complete information in a political and customer service environment.
- Good problem solving, interpersonal and customer service skills to address customer inquiries and concerns with tact and diplomacy.
- Ability to coordinate multiple tasks, balance multiple demands and address tight timelines with frequent interruptions.

- Knowledge of and demonstrated understanding of the Township's core values of accountability, continuous improvement, ethics & integrity, recognition and teamwork.
- Computer literacy in a Windows environment utilizing Microsoft Office applications with advanced proficiency with Excel is required; experience with Microsoft Dynamics and Book King System is preferred.
- Ability to maintain discretion and confidentiality of information is critical.
- Ability to work occasional hours beyond the normal work week, including evenings and weekends to accommodate deadlines or work projects.
- A Valid Class G driver's license in good standing with a satisfactory driving record; travel between off site locations may be required.
- Due to the responsibilities of the position, a police information check satisfactory to the Township of Springwater is required.

The Township of Springwater offers a competitive salary and a comprehensive employee benefit plan for this position. Salary range: Level 3 - \$44,371 to \$50,122 (2017 rate) per annum based on a 35 hour work week.

Resumes will be accepted until **12:00 noon on Friday, September 15, 2017**. Resumes can be mailed, dropped off or emailed to the following:

Customer Service Representative Competition

Attn: Erin DeVreede, CHRL
Manager of Human Resources
Township of Springwater
2231 Nursery Rd.
Minesing, ON L9X 1A8
recruitment@springwater.ca

The Township thanks all applicants for their interest. Only those candidates selected for an interview will be contacted. Personal information is collected under the authority of the *Municipal Act* and is used to determine eligibility for potential employment.

Please contact the municipality for availability of accommodations for applicants with a disability.