

## Customer Service Representative (Contract - 12 months)

*The Town of East Gwillimbury was recognized as a 2018 Employee Recommended Workplace by The Globe and Mail and Morneau Shepell. Employees enjoy a fully balanced lifestyle and have a high level of Total Health. Our municipal offices are easily accessible off of Highway 404 and a short 15 minute drive from Highway 400. Enjoy competitive wages, progressive extended health plan, employee assistance program, and active social and wellness committees. Convenient parking, outdoor seating areas, and easy access to trails allow you to enjoy the beauty of EG while at work.*

*The Town is the GTA's top growth municipality, located just north of Toronto in York Region. As one of Ontario's growth centres, East Gwillimbury's population is projected to reach 50,000 by 2025. By joining Team EG you will help shape our growing community.*

Reporting to the Supervisor of Customer Service, the Customer Service Representative will deliver a broad range of customer service activities and specialized information to external and internal customer/users of Town services. The incumbent will assist customers in securing services, completing bill payment transactions, registering for various programs, obtaining permits or licenses, as well as respond to a broad range of inquiries. The Customer Service Representative is the first line of contact with individuals seeking information and/or requiring services in person, via telephone, voice/e-mail and Internet.

Key responsibilities include: acting as a liaison between customer and staff and is constantly and consistently responsible for ensuring the appropriate representation of the Town, handle customer complaints in a mature, calm professional manner, escalate/refer as appropriate, maintain and process all post-dated cheques on a daily basis. Responsible for balancing, reconciling, preparing and scanning of bank deposits, support and maintain a busy multi-line phone system in a courteous, timely manner. Receive, sort, prepare and disperse all mail for Town staff and maintain postage machine and order inventory/ office supplies and business cards for Town employees. Assist customers in the completion and issuance of various forms, applications, permits and licenses relating to municipal services

The preferred candidate will hold a post-secondary Diploma in Business Administration, Office Administration, Computer Studies, Customer Service or related discipline and have three (3) years of experience in a municipal office environment with multi-service provision and/or a broad knowledge of a variety of municipal services. Outstanding customer service skills with an ability to maintain composure regardless of the demands of the environment. Demonstrated time management skills with ability to prioritize demands, meet customer service standards and deadlines. Previous experience demonstrating a high level of multi-tasking. Excellent interpersonal, public relations, negotiating, organization, analytical and problem/complaint resolution skills. Demonstrate excellent written communication skills; attention to detail and accuracy is necessary as is a strong comfort level with numerical responsibilities. Working knowledge of Microsoft Office Suite and demonstrated comfort level with the Internet. Proven aptitude for the learning and use of various software applications.

**Salary Range: \$52,962 - \$62,317**

If you're looking for a career move that will enable you to contribute to a growing and inclusive community, please apply and submit your resume and related information online at:

[ADP Workforce Now - Career Centre](#)  
**Deadline for applications is March 15, 2019**

We thank all applicants for their interest, however, only those being considered for an interview will be contacted

The Town of East Gwillimbury is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code, the Town of East Gwillimbury will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the Town's Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation. In accordance with the *Municipal Freedom of Information & Protection of Personal Privacy Act*, personal information collected will only be used for candidate selection.

*"Our town, Our future"*

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[www.eastgwillimbury.ca](http://www.eastgwillimbury.ca)