

The Town of East Gwillimbury is located along Highway 404 in northern York Region and has been identified as a premier centre for growth within the GTA. We are proud of our award-winning focus on modernization, innovation, and creativity. Those joining Team EG will use that lens to help shape our growing community. As an Employee Recommended Workplace, employees enjoy a number of benefits including; competitive wages, employee assistance program, active social and wellness committees, access to outdoor seating areas and numerous trails which allow you to enjoy the beauty of EG while at work. Come join our team and see the EG difference!

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, register for various programs, obtain permits or licenses, and 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: act as a liaison between customer and staff; represent the municipality in a consistent and appropriate manner; handle customer complaints in a mature, calm, and professional manner; escalate/refer inquiries as appropriate; maintain and process all post-dated cheques on a daily basis; balance, reconcile, prepare and scan 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 with completing and issuing of various forms, applications, permits and licenses relating to municipal services. The individual will work at various municipal facilities including the Sports Complex and the Civic Centre and will respond to in-person inquiries, drop in program payments and other related responsibilities as it relates to the facility in which they are located.

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, or a combination of experience and education. 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 financial transactions. Working knowledge of Microsoft Office Suite and demonstrated comfort level with the Internet. Experience with municipal software an asset. Previous experience with using Customer Relationship Management and ActiveNet software is preferred.

The successful candidate will be required to work some evenings and weekends.

Salary Range: \$22.00/hour

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

[ADP Workforce Now - Career Centre](#)

Deadline for applications is May 28, 2023



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.