

Job Description

CUSTOMER SERVICES REPRESENTATIVE, CORPORATE SERVICES



Position Synopsis and Purpose

As a member of the municipal Corporate Services team, this position will provide first point of contact in the office for the public. The assistant will assist the public with providing answers to their enquiries and assisting to solve any issues they may be concerned about. This position will receive and process all payments collected and coordinate, record and balance cash receipts. This position provides document support to the corporation including document capture, storage, filing and retrieval. This position performs a variety of clerical/administrative tasks using the computer accounting software system and records management system.



Responsibilities

Description	Approx. Time Spent
<p>Corporate Support and Customer Service</p> <ul style="list-style-type: none"> • Acts as first point of contact in the office for the public, answering enquiries over the telephone or in person, providing routine information and referring caller/visitor to appropriate staff member when required • Receives, logs and distributes incoming mail, faxes and emails to appropriate party either manually or electronically • Processes all outgoing mail • Coordinates items sent by courier and monitors • Coordinates and prepares mailings i.e. taxes, utilities, planning • Receives payments over the counter, through a variety of methods Posts all tax, utility and general payments to the journal and issues receipts using the municipal computer program. • Process cash/debit cheque batches and prepares the deposit • Ensures all cash deposits are reconciled and investigates issues. • Ensures float is balanced daily 	60%

Description	Approx. Time Spent
<p>Records Management</p> <ul style="list-style-type: none"> • Scanning/Capturing various municipal documents into an Electronic Document Management System (EDMS) - Laserfiche • Ensure scan/capture quality and accuracy • Input document metadata into Laserfiche • Store and classify documents into Laserfiche according to The Ontario Municipal Records Management System (TOMRMS) • Work with Clerk to identify document retention periods and assist with the destruction and archival of municipal records • Assist municipal staff with various document searches and document requests 	20%
<p>Other Related Responsibilities</p> <ul style="list-style-type: none"> • Performs all administrative support services which includes but not limited to the production of all forms, correspondence, reports, statements and presentation materials; • Provides support to the Communications Specialist for communications, website and social media; • Provides support to the Human Resource and Health and Safety Coordinator; • Provides support corporate wide for municipal projects with respect to corporate and department initiatives and goals; • Works with the Human Resource and Health and Safety Coordinator on the tracking of employee training. • Provides administrative support in the preparation and administration of municipal reports and correspondence; • Conducts general research to support municipal projects and initiatives; • As required, provides assistance to other positions and carries out other related duties as assigned. As a member of the municipal team, will be responsible for serving the citizens of Middlesex Centre by meeting the resident's needs and expectations, striving to be the best through attitude, training and creativity. Representing the municipality as a strong, integrated organization dedicated to high quality, viable services. • Performs ordering for the municipal office such as; office supplies, kitchen supplies and coffee as required. 	20%

Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Minimum Qualifications

Education (degree/diploma/certifications)

- Enrolled in post-secondary Office Administration program, or equivalent
- Computer literacy utilizing the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Experience

- N/A

Knowledge/Skill/Ability

- Minimum of a valid Ontario class G driver's license in good standing.

Note: As a condition of employment, the incumbent must provide a successful criminal and vulnerable persons screening and background check while showing a clean driver's abstract.



Preferred Qualifications

Education (degree/diploma/certifications)

- N/A

Experience

- N/A

Knowledge/Skill/Ability

- N/A



Work Setting

Contacts

Contact	Frequency	Nature of Interaction
Members of the public	Constant – every day for most of the day	Phone calls and in person, requesting information from various departments or delivering payment
Other Staff	Frequent – daily	Various interactions. Document support for all municipal departments

Contact	Frequency	Nature of Interaction
A/P Vendors	Regular – weekly	Discussion of invoicing
Software Vendor	Occasional– bi-weekly to monthly	Software troubleshooting and general software inquires

Work Conditions

Normal hours of work are 37.5 hours per week, Monday to Friday.

Interactions are generally courteous and collaborative; required to ensure understanding of information or decisions being exchanged; required to diffuse conflict.



Corporate Values

- **Respect** – We are an open, courteous and inclusive workplace that values and celebrates the varied backgrounds and experiences of our community. We ensure every resident can participate in our community and engage with our municipal government.
 - **Cooperation** – We work in a spirit of trust, collaboration and partnership across departments and with our community to achieve our shared goals.
 - **Innovation** – We embrace innovation to improve our delivery of services. We take initiative, and are flexible and creative in anticipating and adapting to changing conditions.
- Integrity** - We take accountability for our actions and deliver what we promise. We are truthful and honest in how we do our job. We inspire public confidence and trust in our municipal government.



Position Classification

Position Title	Customer Services Representative, Corporate Services
Division	N/A
Department	Corporate Services
Classification	Non-Union
Branch	
Reports to (Direct)	Manager of Finance
Equivalency Code	N/A
Hours per Week	37.5
Effective Date	May 3, 2021
Revision Date	April 27, 2021