



MUNICIPALITY OF MISSISSIPPI MILLS JOB DESCRIPTION

DEPARTMENT:	Administration
DIVISION:	Clerk's
JOB TITLE:	Customer Service Representative
EMPLOYEE GROUP:	Non Union
SUPERVISOR:	Clerk
REVISION DATE:	July 2018

POSITION SUMMARY AND SCOPE:

To provide efficient and courteous customer relations and reception services to patrons.

DUTIES AND RESPONSIBILITIES:

1. Handle incoming emails and telephone calls in a pleasant and courteous manner, provide information and/or redirect to the appropriate staff or department.
2. Process payments for taxes, water, invoices, dog tags, parking tickets, licenses, permits etc.
3. Receive ads for weekly newspaper publishing, including standard content and confirmation of content and layout with newspaper editor.
4. Maintain office supply inventory, process supply orders and perform reconciliation for the Administration Department.
5. Update and reconcile various databases for tracking dog tag registration, recycle bins, composters, etc.
6. Assist with vital statistics data (Registrar General), including marriage licenses, death registrations, etc.
7. Assist with various licensing applications including lottery, seasonal stands, and taxis.
8. Update record of lottery licenses issued, prepare quarterly reports, send reminder notices.
9. Sort and distribute all incoming mail.
10. Prepare various types of correspondence for departments such as letters, agreements, purchase orders, notices, certificates, etc.
11. Update the corporate calendar of meetings and events and online room bookings.
12. Update the municipal website for the Administration Department including posting agendas and minutes.
13. Assist with maintenance/service calls for various office equipment, including photocopier, laminator, telephone system, mailing equipment, etc.
14. Open and close procedures of the Municipal Office, including reconciliation and management of petty cash.
15. Assist with bank deposits for various accounts, as required.
16. Perform other duties as assigned.

EDUCATIONAL REQUIREMENTS:

- An Ontario Secondary School Diploma.
- A post-secondary diploma in administration, business or related field would be an asset.

SKILLS AND COMPETENCIES:

- Experience working in a customer service environment, including the use of tact, discretion and confidentiality.
- Effective communication skills and interpersonal skills.
- Demonstrate excellent organizational and prioritization skills, ability to multi-task and meet strict deadlines.
- A sound working knowledge of MS Office software applications and adaptability to program specific software.
- Ability to work with personal information and maintain strict confidentiality.
- Experience in accounting/finance would be an asset
- Valid Driver’s Licence (class G)

EXPERIENCE:

- A minimum 1-2 years’ experience in a related field, preferably in a municipal setting

WORKING RELATIONSHIPS:

Internal	CAO, Department Heads, support staff, Members of Council
External	Government ministries and agencies, public, professional consultants etc.

SUPERVISOR/MANAGEMENT:

The position does not have supervisory responsibilities.

WORKING CONDITIONS:

Hours of work: 37.5 hours per week
Overtime may be required