

Employment Opportunity
Customer Service Associate, Permanent Full-Time
CUPE Local 1785-01
\$32.39/hour
Corporate Services Department

Reporting to the Deputy Clerk, this position asks as the first point of contact at the Municipal Office fielding and routing telephone calls, greeting visitors, and promptly responding to inquiries via email and telephone, as well as being responsible for the administration of a number of counter and clerical services provided by the Corporate Services Department.

Major Responsibilities:

- Provide customer service using the Customer Service Software management system, including managing service requests.
- Greet, answer questions, and provide directions to the public in a prompt and courteous manner via in-person, telephone and email.
- Manage the main phone system.
- Manage outgoing and incoming mail.
- Provide assistance with internal and customer communications, web content management and social media related to customer service inquiries.
- Assist with statutory & legislative responsibilities as set out in provincial legislation (Municipal Act, Municipal Elections Act, AODA, Commissioner for Taking Affidavits Act, Ontario Heritage Act).
- Provide services for Vital Statistics, including the issuance and processing of marriage licenses and death certificates.
- Provide clerical support to the Municipal Clerk and assist with records management.
- Provide back up support to the Committee Coordinator Associate.
- Assist with the maintenance & update of the Corporate Services sections of Township website.
- Take payments and issue receipts for various Municipal services, including the issuance of various permits and applications.
- Schedule and co-ordinate meetings. Book meeting facilities (Boardrooms and Council Chambers).
- Other duties as assigned.

Qualifications:

- Diploma or degree in business/office administration or another related diploma or degree.
- Minimum of two years of experience in administrative support in an office environment.
- Equivalent combination of education and experience will be considered.
- Municipal experience in various departments and/or completion of the AMCTO Municipal Administrative Program would be considered an asset.

Skills and Competencies:

- Excellent verbal and written communication skills and the ability to communicate efficiently and effectively with the general public and staff.
- Excellent computer skills, including Word, Excel, PowerPoint, Outlook, Adobe, Laserfiche, Central Share, eScribe meeting management software.
- Confident, professional and articulate with a positive work manner. Attention to detail & accuracy.
- Strong organizational / time management skills to meet deadlines and complete tasks.
- Ability to remain calm while working under pressure; adaptable to change.
- Capable of working independently and in a team environment.

The successful candidate must provide, prior to commencing employment a satisfactory criminal reference check with vulnerable sector screening from a Canadian Police Information Centre

Please submit a detailed application outlining current experience, background and education. The application must be received in writing to Human Resources Department, no later than 4:30 p.m. on **Tuesday October 7, 2025**. Replies should be addressed to Valerie Ratchford, Human Resources at resumes@scugog.ca.

The Township of Scugog is an equal opportunity employer. In addition, accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

Note: As part of the selection process, applicants may be required to complete a written and/or oral and/or practical test.

We thank all applicants and advise that only those selected for an interview will be contacted. Personal Information will be used to determine eligibility for potential employment and is pursuant to the Municipal Freedom of Information and Protection Privacy Act.

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