



Employment Opportunity
Customer Service Specialist
Temporary Full-Time (18-month contract)

April 15, 2024

The Municipality of Centre Hastings is located in the heart of Hastings County, mid-way between the cities of Toronto and Ottawa, and directly north of the City of Belleville at the intersection of Provincial Highway's 7 and 62. The Municipality is seeking a customer centric, dependable and detail oriented individual with excellent organizational and interpersonal skills to fill the position of **Customer Service Specialist** in our Finance Department. This position is a temporary contract of 18 months in duration covering a maternity leave, beginning mid-May 2024 and ending mid-November 2025.

Reporting to the Director of Finance, the Customer Service Specialist is responsible for providing superior customer service to residents and ratepayers accessing municipal services, and processing of various payments and handling cheques and cash for balancing and depositing purposes. The key duties of this position require exceptional organizational and accuracy skills in combination with an ability to manage multiple tasks while adhering to deadlines as well as provides exceptional customer service to the public, at the front counter and by telephone, and to internal departments.

Pay Rate: \$28.76 per hour (includes 4% vacation pay) based on working a full-time 35-hour work week together with optional participation in the Ontario Municipal Employees Retirement System (OMERS) Pension Plan.

Hours of Work: Monday through Thursday 8:30am-4:00pm, and Friday 8:30am-1:30pm

The incumbent must possess the following qualifications:

- Must possess at minimum an Ontario Secondary School Diploma (OSSD);
- At least two-years' experience working in a reception/administrative role, ideally in municipal/government services setting;
- Strong working knowledge of computer programs such as Microsoft Word, Excel, Outlook;
- Demonstrate strong interpersonal skills to deal politely and effectively with elected officials, staff members, external agencies, and the general public;
- Excellent verbal and written communication skills;
- Ability to handle conflict including excellent problem-solving abilities;
- Finance experience would also be considered an asset; and
- Valid Ontario class G Drivers' License and access to personal vehicle is required with a clean driver's abstract, and satisfactory Criminal Reference Check

For further information concerning this employment opportunity and a full detailed job description, please visit the Municipality's website at www.centrehastings.com/careers.

Interested candidates are invited to submit a covering letter and detailed resume clearly marked "**Customer Service Specialist**" prior to 4:00 pm, April 29th 2024, to the attention of:

Alexander Kelly, CPA, Dipl.M.A.
Director of Finance/Deputy CAO
Municipality of Centre Hastings
7 Furnace Street
PO Box 900 Madoc, Ontario K0K 2K0
or email: akelly@centrehastings.com

The Municipality of Centre Hastings is committed to providing accommodations for persons with disabilities. Please let us know if you require accommodation. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Personal information and any supporting material are obtained and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection.