



Employment Opportunity
Customer Service Representative Student
(Seasonal, Contract Position)

The Township of Georgian Bay is a growing water-based community located in the District of Muskoka along the eastern shore of beautiful Georgian Bay. The Township has a permanent resident population of approximately 2,500 and an additional seasonal population of approximately 15,000.

The Township is offering a great opportunity to integrate academic learning into the municipal environment. This position is responsible and accountable for providing excellent customer service in a professional and courteous manner. This position is also responsible for a variety of administrative duties associated with the delivery of customer service.

Summary of Duties:

- Provides information and assistance to customer related queries regarding Township services, activities and procedures, via front counter service, phone and/or email
- Receives customer complaints and assists to resolve complaints in adherence with Township Customer Complaints policy. Refers problems to other departments/individuals as appropriate
- Assist customers with questions regarding completion of forms and applications. Reviews forms/applications for level of completeness
- Receives and processes customer cash payments
- Other administrative duties as assigned

Required Qualifications:

- Currently enrolled in a Post Secondary education program, preferably in Office/Business Administration
- Ability to establish effective working relationships with the general public and others
- Ability to convey information in a concise fashion
- Ability to analytically determine customer needs and provide appropriate assistance
- Experience in cash payment processes
- Knowledge of Windows based software applications including Outlook, Excel, MS Word, and email

Hourly Rate: \$15.39 per hour plus 4% vacation pay. 35 hour work week, Monday to Friday.

Interested individuals are asked to forward their resume and cover letter no later than **4:00 pm on February 1, 2019** to the Human Resources Department by **email jobs@gbtownship.ca or fax 705-538-1850**

The Township is an equal opportunity employer which values diversity in the workplace. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest in the Township of Georgian Bay; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Privacy Protection Act, all information collected under the authority of the Municipal Act, 2001, will be used only during the selection process for the subject of posting.