



Employment Opportunity
Customer Service Representative Student
Summer Position (May – September)

Competition #2023-06

Overview: 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 16,000. The municipal office is located in Port Severn which is a short commute from Barrie, Midland, Orillia, and surrounding area.

The Township is offering a great opportunity to integrate academic learning into the municipal environment. In this position you will be responsible for providing excellent customer service in a professional and courteous manner. You will also be responsible for a variety of administrative duties associated with the delivery of customer service. Join us for the 2023 summer season and gain transferrable skills while learning more about the Township of Georgian Bay!

Duties include but are not limited to:

- Provide information and assistance to customer related queries regarding Township services, activities and procedures via front counter service, phone and/or email
- Receive customer complaints and assist to resolve complaints in adherence with Township Customer Complaints policy. Refer inquiries to other departments/individuals as appropriate
- Assist customers with questions regarding completion of forms and applications. Review forms/applications for level of completeness
- Receive and process customer cash payments
- Other administrative duties as assigned

Required Qualifications:

- Currently enrolled or recently graduated from a post-secondary education program, preferably in Office/Business Administration
- Ability to establish effective working relationships with the general public and co-workers
- Ability to convey information in a concise fashion
- Ability to analytically determine customer needs and provide appropriate assistance
- Experience in cash payment processes would be considered an asset
- Familiarity with Microsoft Office Suites

Compensation: \$17.50 per hour plus 4% vacation pay based on a 35-hour work week, Monday to Friday. This position will run from May 15th to September 1st, 2023.

Interested individuals are asked to forward their resume and cover letter no later than **4:00 p.m. on January 31st, 2023**, to the Human Resources Department by email:
jobs@gbtownship.ca

The Township of Georgian Bay is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Township's Human Resources Department if you require any accommodations to ensure that you can participate fully and equally during the recruitment and 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.