



## **INTERNAL / EXTERNAL POSTING**

**Township of Southgate  
185667 Grey Road 9  
Dundalk, ON N0C 1B0  
[www.southgate.ca](http://www.southgate.ca)**

### **Employment Opportunity Customer Service and Support**

The Township of Southgate invites applications for the position of Customer Service and Support, on a permanent full-time basis.

Reporting to the Municipal Clerk, the Customer Service and Support position assists with the day-to-day operations of the Southgate Municipal Office and is responsible for providing customer service as well as administrative and clerical support. This position acts as the front counter customer service representative receiving payments and solving or re-directing general inquiries from customers in person at the front counter, via phone, email and online. Other responsibilities include Township incoming and outgoing mail and courier, website and social media updates and assisting other departments as required as well as other duties as assigned.

The successful candidate will possess:

- Knowledge of general office procedures, including preparing documents and record and information management systems
- Knowledge of and demonstrated ability in corporate core competencies including customer service, communication, teamwork, initiative/self-management, accountability, flexibility and adaptability
- Analytical skills showing good judgement, sound problem solving and conflict resolution abilities
- Computer literacy and proficiency utilizing MS Office software applications and adaptability to program specific software
- Demonstrated organizational skills to meet strict and time sensitive deadlines
- Minimum two (2) years of responsible related experience, preferably in a municipal setting or equivalent education.

To apply, please forward your resume and cover letter to the attention of Kayla Best, HR Coordinator by email to [employment@southgate.ca](mailto:employment@southgate.ca)

**Closing Date: Monday, September 21, 2020 at 4:00 p.m. EDT**  
**Salary range: Pay Band 12 (\$43,461.60 to \$49,394.80 [35 hrs. per week])**

*We thank all applicants for their interest; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act, 2001 and will be used for the purpose of candidate selection only. The Township of Southgate is an equal opportunity employer.*