

**Township of Southgate
Administration Office**
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Staff Report HR2020-013

Title of Report: HR2020-013 – Customer Service and Support
Department: Human Resources
Council Date: October 21, 2020

Recommendation:

Be it resolved that Council receive staff report HR2020-013 for information.

Background:

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.

Staff Comments:

The position was posted internally and externally on September 3, 2020 with a closing date of September 21, 2020. 90 resumes were received and reviewed. Virtual interviews took place the week of September 29th, 2020 and then final interviews were conducted in-person (with masks and physical distancing) the week of October 5th, 2020. Holly Malynyk was the chosen candidate and she is scheduled to begin in her new role on November 2, 2020.

Financial Implications:

There are no financial implications associated with this report as this position was included in the 2020 budget.

Communications & Community Action Plan Impact:

This report has been written and presented to Council to communicate accurate information to the public.

Concluding Comments:

Staff are pleased to welcome Holly into her new role as Customer Service and Support.

Respectfully Submitted,

HR Approval: Original Signed By
Kayla Best, HR Coordinator

Dept. Head Approval: *Original Signed By*
Lindsey Green, Clerk

CAO Approval: *Original Signed By*
Dave Milliner, CAO

Attachments: