

**Township of Southgate**  
**Administration Office**  
185667 Grey Road 9, RR 1  
Dundalk, ON N0C 1B0



**Phone:** 519-923-2110  
**Toll Free:** 1-888-560-6607  
**Fax:** 519-923-9262  
**Web:** www.southgate.ca

## **Staff Report HR2022-002**

**Title of Report:** HR2022-002 – Customer Service and Support Contract  
**Department:** Human Resources  
**Council Date:** February 2, 2022

### **Recommendation:**

**Be it resolved that** Council receive staff report HR2022-002 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.

This is a one year contract position to cover a planned leave.

### **Staff Comments:**

The position was posted internally and externally on November 10, 2021 with a closing date of November 25, 2021. 17 resumes were received and reviewed. Virtual interviews took place the week of December 13, 2021. Sandeep Kaur was the chosen candidate and began in her new role on January 17, 2022.

### **Financial Implications:**

There are no financial implications associated with this report as this position is included in the 2022 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 Sandeep 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:**