



Customer Service

Company Description:

Located in southwestern Ontario, Thames Centre is a modern thriving community, located on the eastern edge of the County of Middlesex and City of London. We offer a mix of both urban and rural living where neighbours and friends are often one and the same, working together to sustain and grow our community through quality services and responsible leadership. We are proud of our magnificent natural areas, recreation facilities, and overall local amenities.

Job Description:

Under the direction of the Director of Legislative Services/ Clerk, Customer Service provides front-line customer service, solving issues where appropriate and directing inquiries/issues to the appropriate department as required. This position is the primary contact for the public, in person, over the phone and via email. Accepts payments due to the municipality. Assists in processing payments related to taxation, accounts payable, accounts receivable and water billing. Assists with inputting documents to the Record Management System.

Responsibilities:

- Maintains up-to-date knowledge of statutory legislation related to the Municipality, including policies, procedures and by-laws.
- Deputy Marriage License Issuer and Deputy Division Registrar.
- Accepts lottery license applications/reports- checking to ensure completeness.
- Assists with the acceptance and processing of MFIPPA requests.
- Maintains thorough knowledge of administrative processes and a high-level understanding of the Corporation's records management system, policies and procedures.
- Assists with various Records Management projects as needed.
- Assists with the Municipal Election as required.
- Assists with Emergency Management as required.
- Acts as primary receptionist for the Municipality.

- Receives telephone calls, solves issues where appropriate, and directs inquiries/issues to the appropriate department as required. Provides general information to the public regarding all departments.
- Accepts all municipal payments and fees via mail, fax, drop box or over the counter and issues receipts and processes and supporting of posting all payments (including Billing Payment Reporting System (BPRS) upload) through Keystone.
- Responsible for receiving, sorting, and distributing incoming mail in accordance with municipal policy.
- Monitors the General Inquiry email and distributes it to appropriate staff.
- Responsible for receiving applications for and issuance of Dog Tags.
- Performs administration, including filing, photocopying, faxing, Laserfiche records retention, mailing, scanning and other typical office support duties.
- Coordinates maintenance on office equipment as required (postage meters, photocopier, folder/inserters/sorter).
- Assists the Environmental Services Department with processing bag tags, including preparing labels, packaging, and mailing out.
- Assists with Records Management Functions, including inputting documents into Electronic Records Management Systems.
- Enters complaints and inquiries into CityWide.
- Performs related and other duties as assigned.

Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

Minimum Qualifications:

- Preference for Post-Secondary Education at the Community College level in a relevant field of study.
- One (1) to two (2) years of secretarial or clerical experience or customer service field experience.
- Excellent organizational skills
- Sound working knowledge of office practices and procedures.
- Computer literate in Microsoft Office. Previous experience in software, such as Keystone, CityWide and Laserfiche would be preferred.
- Good interpersonal skills, able to communicate effectively with the general public and other employees.

Notes:

- Job description under review

What Thames Centre has to offer:

- A competitive salary ranging between \$53,144 to \$59,823 for 2024 with a 35-hour work week.
- Flex-time opportunities.
- Vacation-time entitlement recognizing previous years of service.
- Comprehensive benefits package, along with eligibility to enroll in OMERS pension plan.
- A supportive and collaborative work environment.

Ready to Apply?

Interested applicants are invited to submit a resume and cover letter before 4:00 p.m. on **Tuesday, June 4, 2024** to:

Anica Peter, Human Resources Advisor
Municipality of Thames Centre
4305 Hamilton Rd.
Dorchester, ON, N0L 1G3
Email: apeter@thamescentre.on.ca

The Municipality of Thames Centre is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

All applicants are thanked for their interest, but only those selected for an interview will be further contacted. Information gathered is under the authority of the Municipal Freedom of Information and Protection of Privacy Act and shall only be used for candidate selection purposes.

In accordance with the Municipality of Thames Centre's COVID-19 Vaccination Policy, please note that all new Thames Centre employees are required to be fully vaccinated as a condition of employment.