



Georgian Bluffs

Customer Service Representative

Temporary Full Time | Six (6) Month Contract | Internal/ External

Georgian Bluffs is home to 11,000 residents, nestled between the Niagara Escarpment and the clear waters of Georgian Bay. The Township offers an exceptional quality of life, with access to the amenities of nearby Owen Sound, while maintaining the character and setting of a rural community. The Township also offers a flexible and supportive working environment within a small and dedicated team.

What we are looking for:

The Customer Services Representative will be positioned at the front desk and responsible for answering and directing phone calls and public inquiries, taking payments, and tracking customer issues into Township software systems. The ideal candidate will assist in delivering customer service program objectives and special projects as assigned.

Key Responsibilities

- Serve the public as front reception at the Municipal Office, greet visitors, process payments, and provide excellent customer service.
- Answer inquiries and screens and forwards calls to the appropriate person and/or department.
- Respond to inquiries received through customer service emails, the Township's website, during regular business hours.
- Follow up on open matters to ensure progress on communication and acknowledgment of inquiries.
- Participate and assist in the administration of the Customer Service Working Group.
- In collaboration with the Manager of Community Services, assist with and process payments for Township facility rentals.
- Assist in establishing training programs and initiatives related to customer service and accessibility of Township services.
- Act as an Administrator for the Township's Customer Inquiry Software (AccessE11) which includes inputting service requests and/or work orders, monitoring, following up on, updating user information and case categories.
- Generate quarterly reports on open cases for circulation to departments for review. Provide all necessary training to existing and new members of staff.



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- Assist in the management of the Township's phone system, including monitoring the effectiveness of established queue systems, user permissions and processing updates as needed.
- Update content on the Township's website as required.
- Provide Municipal Election assistance including the following functions:
 - Provide high-level customer service for election queries, including additions and edits to the voter's list, troubleshooting electronic voting issues, and assisting with voting if required by an elector.
 - Attend election help centres throughout the community.
- Maintain and update electronic and manual information filing systems as required; ensure compliance with record retention requirements and *Municipal Freedom of Information and Protection of Privacy Act*.
- Ensure proper maintenance and confidentiality of Departmental files.
- Responsible for varying amounts of cash and cheques.

The successful candidate will have:

- College Diploma in Office Administration, Business Administration, related field or equivalent.
- Municipal Administration Program (MAP) Or willingness to obtain is considered an asset.
- Minimum one (1) year in an office setting, with direct experience providing customer support.
- Computer proficiency in Microsoft 365 and database applications such as Keystone, AccessE11, and CloudPermit.
- Demonstrated tact and discretion in handling matters of a confidential or politically sensitive nature, while maintaining confidentiality and privacy.
- Strong understanding of and commitment to positive public relations and customer service skills.
- Ability to multi-task, work with interruptions, and display common sense and patience.
- You will promote and foster a good working environment and lead with a mindset of diversity, equity, and inclusion.

Application Process

This is a temporary full-time, six (6) month contract with the possibility of an extension. This is a non-union position working 35 hours per week. The hourly wage range is \$28.54 to \$35.68. This job posting is for an existing vacancy. Qualified candidates are invited to submit a resume and cover letter in confidence to hr@georgianbluffs.ca no later than July 2, 2026, at 12:00 p.m. **Job Posting #2026-21.**



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Additional Information

- Accommodations are available at every stage of the recruitment process. Applicants are encouraged to identify any accommodation needs when applying.
- This recruitment process does not use artificial intelligence (AI) to screen or evaluate applicants. All applications are reviewed by the Township's hiring team.
- We thank all applicants for their interest; only those selected for an interview will be contacted.
- Personal information collected will be used in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.
- Pre-employment screening may include reference checks, education and credential verification, criminal record checks, and driver's abstract reviews, where relevant to the position requirements.