



Town of Erin

Customer Service Representative

Position Title: Customer Service Representative

Business Unit: Community and Corporate Services

Reports To: Director of Fire and Emergency Services/Fire Chief and the Deputy Clerk

ABOUT US

Nestled on the edge of the Greater Toronto Area (GTA), Erin is more than just a town—it's a vibrant and progressive community that thrives amidst the beauty of rolling hills. As you step into Erin, you'll experience a place on the rise, experiencing explosive growth fueled by its strategic location and forward-thinking approach. The landscape is a testament to nature's artistry, with lush greenery and picturesque views that soothe the soul. But Erin is not just about scenery; it's about progress. With all the amenities of urban living at hand, residents enjoy a quality of life that balances convenience with tranquility. The heartbeat of Erin lies in its infrastructure, continuously evolving to meet the needs of its expanding population. From a state-of-the-art treatment facility ensuring clean water for all, to major water and sewer projects paving the way for future development, Erin is laying the groundwork for a sustainable tomorrow. At the helm of this transformation is a municipal team renowned for its progressive and innovative spirit, driving Erin to become one of Ontario's fastest-growing communities. In Erin, the journey toward progress is as scenic as it is promising, offering a glimpse into the future of modern living intertwined with the beauty of nature.

THE OPPORTUNITY

As our first point of contact, you serve as the face and voice of Town of Erin, providing essential assistance and information to our stakeholders and providing a crucial role in supporting our business units to serve our community. If you excel in supporting strategic goals with efficiency, our Customer Service Representative position may be a great fit for you. Picture yourself at the heart of the action providing centralized, coordinated customer service support to the public, in the areas of Emergency Services, Legislative and Finance Services and Economic Development. From managing fire permits, to providing administrative support to several operational areas, you'll play a pivotal role in ensuring smooth operations and positive interactions with both internal teams and the public.

MAJOR RESPONSIBILITIES

- Provide front line customer service and administrative support for: Emergency Services, Legislative and Finance Services and Economic Development via phone, email and in person;
- Possesses a passion for delivering exceptional service to both internal and external stakeholders;
- Ability to thrive in a dynamic, fast-paced environment and excel at multitasking;
- Demonstrate strong problem-solving skills and impeccable attention to detail;
- Has outstanding communication skills, both verbal and written, to establish and maintain positive relationships;
- Strong organizational and time management abilities, capable of working autonomously and solving problems effectively.

POSITION REQUIREMENTS

- Completion of a post-secondary diploma or degree in a relevant field;
- 3-5 years of related municipal experience or combination of customer service;

- Sound skills in, customer service, communication and problem-solving to deal effectively and courteously with members of the public and staff;
- Excellent verbal and written communication skills;
- Ability to work independently and as a member of a team;
- Knowledge of Word and Excel is an asset;
- Work with and maintain confidential information.

WORKING CONDITIONS AND ENVIRONMENT

- This position works 35 hours a week, 8:30am-4:30pm, Monday to Friday, however the incumbent may also work outside of regular business hours;
- The salary range for this position is \$57,439.20 - \$67,212.60;
- The Town offers an excellent comprehensive benefit package, and participation in the Ontario Municipal Employee Retirement Scheme (OMERS) pension plan.

If you're passionate about joining our growing, innovative team, don't hesitate to apply! **We encourage you to apply by sending your resume to HR@Erin.ca; we will accept resumes until 4:00 pm on Friday, June 14th, 2024.** We'd love to hear from you!

The Corporation of The Town of Erin celebrates diversity, and we are proud to be an equal opportunity employer. We are committed to creating equitable opportunities and an inclusive environment for all employees and applicants. We make employment-related decisions without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, age, disability, or veteran status. The foregoing represents a reasonable statement of the requirements of this position. We use the information collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection only. Accommodations are available for all parts of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act.