



The TOWNSHIP of
NORTH DUMFRIES

EMPLOYMENT OPPORTUNITY

Customer Service Representative II

The Township of North Dumfries is seeking applications for the position of **Customer Service Representative II**

Reporting directly to the Treasurer/Director of Corporate Services, the Customer Service Representative II (CSR II) is a full-time non-union position.

The CSR II is part of a larger roster of Customer Service Representatives that provides front-line public-facing support on behalf of the Corporation as the first point of contact with members of the Public, whether it be via email, telephone or front counter inquiries. The CSR II also works as part of a Team that includes working with Planning Division, Bylaw Enforcement and Fire Department personnel by providing administrative support. A full job description for the position is available on the Township's website www.northdumfries.ca

The ideal candidate will possess the following qualifications:

- Community College Diploma in office administration, business, public relations, legal administration or related discipline
- Preference for individuals that have a minimum of 2 years of Municipal experience, and, prior work experience in an office setting.
- Demonstration of excellent interpersonal communications, customer service, organizational / time management,
- Strong Knowledge of Microsoft Office (Outlook, Word, Excel, PowerPoint) and records management software applications.

The position contemplates a regular work week, Monday to Friday, 8:30 am to 4:30 pm. The Township offers a competitive salary range \$47,702.20 to \$59,623.20 based on a 35 hour work week.

Submit resumes with cover letter before **4:30 PM on Thursday September 11, 2025** to:

Christina Brox,
Treasurer/Director of Corporate Services
Township of North Dumfries
106 Earl Thompson Road, 3rd Floor
PO Box 1060
Ayr, Ontario N0B 1E0
cbrox@northdumfries.ca

If you need an accessible format, please email mail@northdumfries.ca or call (519) 632-8800. The Township of North Dumfries is committed to providing accommodation for persons with disabilities. Accessibility accommodations are available for all stages of the recruitment process. If you are contacted regarding this position, please advise of any accommodation measures you may require during our selection process. Information received relating to accommodation needs of candidates will be addressed confidentially. We thank all candidates for their interest, however, only those applicants selected for an interview will be contacted. Applicant information is collected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and will be used only for candidate selection.



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January 2016
Revised: August 2017
Revised: October 2017
Revised: October 2020
Revised: July 2021

JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE II

Reports To: Treasurer / Director of Corporate Services
Supervises: Nil
Department: Corporate Services
Division: Non-Union

Position Overview:

Responsible for providing administrative support to ensure the efficient operation of the Township Municipal Offices. In this capacity, the Customer Service Representative (CSR) will support management and other staff members in various Township Departments through a variety of tasks related to organization and communication.

The Township has three CSR positions. Separate job descriptions are created for each of the Customer Service Representatives, although each of the three positions will be expected to work together closely in order to promote seamless assistance and integration to support both members of the Public and the Township's various Departments.

The Township requires an attendant at the main Township information desk which is fulfilled by the CSR I. The CSR II and CSR III will rotate to that location to ensure the duties of that desk are covered for all hours the Township Administration Offices are open in case of vacation or other absences.

A. KEY ROLES AND RESPONSIBILITIES – GENERAL DUTIES

1. Provide back-up support and coverage to the CSR I and CSR III positions.
2. Performs duties as assigned in accordance with the Township's Municipal Emergency Plan
3. Prepares Burn Permits as required under processes directed by the Fire Chief. Also update takers of burn permits of changes if burn bans declared.

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B. DEVELOPMENT SERVICES – GENERAL DUTIES

1. Organize and schedule meetings and appointments for the Director and all Planning Division Staff as required,. Meetings could be in person or via digital means such as Zoom or TEAMS.
2. Assist with preparation of correspondence for all Planning Division staff as required.
3. Establishes and maintains Planning Division files for development applications, special studies and/or research assignments.
4. Prepares circulation list for all development applications from Township files as required by Legislation and supports the Planning Division with providing updates as new information is received on development files.
5. Mails and receives all correspondence related to development applications and provides copies to the Planning Division staff.
6. Assist with the preparation of Vouchers for payments to the Township, or for disbursement vouchers for payment out by the Township for Planning Division staff as required.
7. Establish and maintain Development Services contact lists.
8. Produce and distribute Planning Division correspondence memos, letters and forms either in paper form, electronically, or by fax.
9. Co-ordinate repairs and preventative maintenance to Development Services Office equipment.
10. Responsible to continuously monitor and forward or answer all email received through the Planning Division general email account (planning@northdumfries.ca)
11. Develop and maintain Planning Division central property filing system (on-line and paper) in accordance with Corporate requirements (TOMRIMS) and as assisted by the Deputy Clerk.
12. Updates Development Services portion of the Township website as required.
13. Provides back-up to the Building Permit Information Clerk during lunch breaks.
14. Performs other related duties as assigned, in accordance with Departmental, Divisional or Corporate objectives.

C. BY-LAW ENFORCEMENT DIVISION – GENERAL DUTIES

1. Arrange appointments / site inspections with respect to By-law Enforcement matters.
2. Assist with the preparation of correspondence for all By-law Enforcement Division staff as required.

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3. Assists with establishing and maintaining By-law Enforcement Division files (paper and digital) for investigations / complaints, special studies and/or research assignments
4. Assists the Clerk's Division and By-law Enforcement Staff with preparing By-law violations as assigned.
5. Assists the Clerk's Division maintain a "Bring Forward" file on a monthly basis for review or further action by By-law Enforcement Division Staff.
6. Establish and maintain By-law Enforcement Division contact lists.
7. Updates the By-law Enforcement Division portion of the Township website as required
8. Assists with maintaining and writing monthly statistical records / reports for By-law Enforcement matters.
9. Performs other related duties as assigned, in accordance with Departmental, Divisional or Corporate objectives

D. SKILLS AND QUALIFICATIONS

1. Community College Diploma in office administration, business, public relations, legal administration or related discipline.
2. Preference for individuals that have a minimum of 2 years of Municipal experience, or work experience in an office setting.
3. Demonstration of excellent, organizational / time management skills.
4. Knowledge and experience in office administration procedures.
5. Demonstration of excellent interpersonal communications (oral & written), and customer service, as interaction is with a variety of individuals both inside and outside of the Corporation.
6. Sound judgement, excellent analytical and decision-making skills with attention to detail and a high level of accuracy.
7. Thorough working knowledge of Microsoft Office software (Outlook, Word, Excel, Power point.)
8. Possession of a valid Drivers' License and access to a personal motor vehicle to conduct Township business.
9. Must be able to work after normal business hours when necessary to meet deadlines and/or deal with major Corporate events such as the activation of the Municipality's Emergency Plan.

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E. WORKING CONDITIONS

1. The Customer Service Representative II generally works in a comfortable office environment. The individual will spend extended hours sitting and using office equipment and computers. The Office is in a busy open area where the incumbent will witness constant interruptions and must meet or interact with members of the Public or other Staff on a regular basis.
2. Considerable opportunity exists for stressful interaction with members of the Public who may be referred to this position seeking resolution of outstanding matters or enquiries related to information about Township services or programs.
3. Deadlines associated with Planning Application and staff reports and other deliverables to Council/Committee, and the pressure of work demands and multiple priorities from a variety of sources yield results in frequent hours of continuous focussed activity.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete description. The Township of North Dumfries reserves the right to amend this position's job description any time provided that such change does not represent a substantive change in the purpose or essential nature of the position.


Salary Grade: Grade 3 [Fulltime]

Regular Work Week: Monday to Friday, 35 hours / week

Approved By: _____


Andrew McNeely,
Chief Administrative Officer

Date: _____

 8/21