

Employment Opportunity

Customer Service Representative

Casual

The Town of Morinville is a growing community on the doorstep of Metro Edmonton. Developed on a foundation of rich heritage and culture spanning 100+ years, it offers an excellent quality of life with convenient access to all nearby big city amenities while retaining the characteristics of a vibrant and flourishing centre for the surrounding rural community.

Reporting to the Administrative Coordinator, the Customer Service Representative (CSR) provides frontline customer service to residents, businesses, visitors, Council, and internal employees. Commitment to service excellence will be demonstrated through the delivery of a variety of administrative functions within established guidelines and policies. The incumbent will work with sensitive information and is required to maintain confidentiality while monitoring and coordinating a variety of office related activities.

This position will primarily work out of the Morinville Town Hall location; however, there may be times when the CSR will need to assist at alternate Morinville facilities where operationally required.

Key Responsibilities:

- Greets visitors, determines nature of the visit, responds to general inquires and handles cash.
- Primary processor of in-person payments for tax and utilities, fines, animal licenses, permits, business licences, and Freedom of Information & Protection of Privacy Act (FOIP) requests.
- Provides quality customer service to members of the public on behalf of all departments and service areas via phone or email, and triage or forward inquires accordingly.
- Reconciles cash drawers, opens, and closes tills, balances cash register, and prepares bank deposits.
- Accepts courier and general deliveries, handles incoming and interoffice mail systems/procedures.
- Reviews and submits licence and permit applications to the appropriate department daily
- Promote Town events and support programs.
- Scan and file documents as needed.
- Input, update and maintain data in various software applications and prints reports.
- Operates office equipment and computers utilizing a variety of software packages.
- Maintains manual and computerized filing and retrieval systems for records/documents.

Requirements:

- Post-secondary education in Office Administration or a related field. (combinations and equivalencies of education and experience may be considered).
- A minimum of two (2) years of experience in a customer service or administrative support role, preferably in a municipal government or public sector environment.
- Exceptional customer service, interpersonal, verbal, and written communication skills.
- Effective time management and strong organizational, interpersonal, and communication skills.
- Experience with Microsoft Office (Excel, Word, Outlook, Teams).
- Experience with MS SharePoint, Diamond/Dynamics GP, and Service Tracker by All-Net is considered an asset.
- Demonstrated ability to manage multiple priorities and meet deadlines while dealing with sensitive and confidential information with a high degree of diplomacy and professionalism.
- Strong attention to detail and accuracy, along with a high level of initiative.
- The successful candidate will be required to provide a criminal record check as a condition of employment.

Compensation/Hours of Work:

Hourly rate of \$26.17 to \$31.24 per hour. Hours of work for this position are irregular and will vary. Scheduled shifts may range from a few hours to full days and may include some weekend availability.

Application Deadline: **Friday, August 9, 2024, at 12:00pm (noon)**

Submit resume and cover letter quoting "Comp # 202430-CSR" to:

Human Resources, Town of Morinville
10125 100 Avenue, Morinville, AB T8R 1L6
Email: hr@morinville.ca | Fax: 780-939-5633 | Web:
www.morinville.ca

We thank all applicants for their interest; however, only those under consideration will be contacted.

The Town of Morinville values and supports diversity and inclusion in the workplace and encourages all qualified individuals to apply. Accessibility accommodations are available on request for candidates taking part in all aspects of the selection process.