



JOB DESCRIPTION

Job Title: Customer Service Coordinator – Administration, Communications, and Facilities (14-month contract)

Department: Corporate Services

Division: Administration, Communications, and Facilities

Reports to: Manager of Corporate Services/Deputy Clerk

Supervises: None

POSITION OVERVIEW

The Customer Service Coordinator - Administration, Communications, and Facilities (14-month contract) is primarily responsible for coordinating Customer Service support for the Administration, Communications, and Facilities Division. This includes coordinating the facility rental process for all Township owned facilities; indoor and outdoor. This position is also responsible for responding to general phone and counter inquiries, receiving complaints, processing payments, and assisting with corporate communications.

KEY DUTIES & RESPONSIBILITIES

- Accept and process all facility rental requests, by creating and maintaining an electronic filing system of all facility rentals.
- Coordinate facility rentals, including facility tours, programming doors, maintenance of files, monthly reporting, facility usage reports and account receivables tracking.
- Works collaboratively with Facilities staff.
- Create and maintain an inventory and amenities listing of all Township facilities.
- Provide local information for promotional brochures, such as Festival and Events Guide.
- Receive and issue Special Event permits in consultation with internal departments, the County, and the OPP.
- Assist with maintenance of the Township's website including the Culture and Recreation page.
- Update and maintain the digital marquee sign.
- Complete Township Office opening and closing procedures.
- Process and issue licenses and permits in accordance with applicable By-laws and legislation.
- Administer the Township's lottery licensing program and completion of required reports for the Alcohol and Gaming Commission.
- Assist with posting all Township job on the Township website and other approved advertising platforms (Newspaper, social media, AMCTO, etc.)
- Receive street light repair complaints.
- Prepare statistical Facility Reports and financial periodic processing.
- Liaise with internal staff to classify records and establish files including property files.
- Enter pertinent file classification information into the Township's database of records and departmental filing.
- Respond to general inquiries at the Municipal Office counter, Township website and over the phone.

- Receive and process payments and daily reconciliation for deposits.
- Maintain inventory of office supplies including concession supplies, and equipment; assist with purchasing office supplies and equipment centrally for all departments.
- Ensure all Council and Committee meeting videos and minutes are uploaded to the Township website and Township YouTube account within required timeframes.
- Provide administrative support to Corporate Services, Fire Department and Public Works.
- Provide back up to the Legislative Assistant as required.
- Develop and maintain job related procedures.
- Perform additional duties and special projects as required.
- Be responsible to work in compliance with the Occupational Health and Safety Act and Regulations, the Township of Puslinch Occupational Health, Safety and Workplace Violence Policy and Procedures, as well as established industry guidelines.
- Assist with the Municipal Election.
- Administration of the Township facilities security programs.
- Participate in the Township Training and Development Programs as outlined in the Township Performance Management Program.
- Participate in the Township Annual Goal Setting Program as outlined in the Township Performance Management Program.

SKILLS & QUALIFICATIONS

- College Diploma in Business Administration or a related field.
- Minimum three (3) years related experience in customer service, with a preference given to experience in a municipal environment.
- Excellent verbal and written communication skills, with the ability to tailor communication to diverse audiences.
- Superior interpersonal skills and customer service skills including the ability to work effectively in a team environment.
- Strong organizational and problem solving skills.
- Computer proficiency in MS Office (Word, Excel, Outlook) and database applications such as Keystone are an asset.
- Proficiency in website software or content management systems is an asset

WORKING CONDITIONS

- General office environment.
- Local travel.
- Occasional exposure to conflict situations.

This position offers an annual salary range of \$57,020.60 to \$66,703.

Applicants are invited to submit a cover letter and resume to hr@puslinch.ca by September 30, 2024.

ATTENTION: HR Department, Township of Puslinch, 7404 Wellington Road 34, Puslinch ON N0B 2J0. E: hr@puslinch.ca or F: (519) 763-5846. Please respond by one method of application only. No phone calls please. Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The Township is an equal opportunity employer. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance. If you require an accessible format, please contact hr@puslinch.ca.

If you need an accessible format, please email hr@puslinch.ca or call (519) 763-1226. 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 applicants will be addressed confidentially.