

Employment Opportunity

Customer Service Representative

Permanent Full-Time

Morinville is not just a place to work; it's a place where your work makes a difference. Located in a growing municipality with over 10,000 residents, Morinville offers a rich history and vibrant community spirit. Our team's professional skills directly impact the region, our community, and the people we serve. We provide citizens with quality services and programs by promoting good government, strong values, and partnerships. Come and work with us!

Reporting to the Administrative Coordinator, the Customer Service Representative (CSR) is a frontline ambassador for the Town of Morinville, serving residents, businesses, visitors, Council, and internal teams. The CSR demonstrates a commitment to service excellence by efficiently delivering a range of administrative functions within established guidelines and policies. This role at Morinville Town Hall requires handling sensitive information with discretion and confidentiality while managing various office activities to support seamless operations.

Key Responsibilities:

- Greet visitors warmly, assess the nature of each visit, and respond to general inquiries while managing cash transactions as needed.
- Serve as the primary processor for in-person payments, including taxes, utilities, fines, animal licenses, permits, business licenses, and FOIP requests.
- Provide high-quality customer service on behalf of all Town departments, addressing inquiries via phone, email, or in person and triaging or forwarding inquiries as appropriate.
- Reconcile cash drawers, open and close tills, balance the cash register, and prepare bank deposits accurately.
- Accept, sort, and distribute incoming courier and general deliveries and oversee interoffice mail systems and procedures.
- Review and submit license and permit applications to the appropriate department daily to facilitate efficient processing.
- Actively promote Town events and provide program support as needed.
- Scan, file, and maintain records as needed, ensuring accessibility and organization.
- Input, update, and maintain data across various software applications, and generate reports as required.
- Operate office equipment and utilize a variety of software applications to support daily functions and service delivery.
- Maintain both manual and computerized filing systems for records and documents, ensuring compliance with record-keeping standards.

Requirements:

- High School Diploma is required; preference will be given to candidates with post-secondary education in Office Administration or a related field. Equivalent education and experience combinations will be considered.
- A minimum of two (2) years of customer service or administrative support experience, ideally within a municipal government or public sector setting.
- 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: Annual salary range of \$47,624 to \$56,865/annum (7-step grid), based on a 35-hour work week. We offer a comprehensive benefits package including pension, professional development opportunities, and a supportive work environment.

Application Deadline: Monday, November 25, 2024, at 12:00 PM (noon)

Submit resume and cover letter quoting
"Comp # 202443-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.