

Welcome to Northumberland County, where you can build a thriving career while making a lasting impact in our communities. We're a forward-thinking organization, setting the standard for county government by providing leadership and support to our municipalities and residents.

We're committed to your growth, offering educational and career development opportunities to help you reach your full potential. Our dedication to diversity, equity, and inclusion reflects the rich communities we serve, driving innovation and excellence in our workforce.

Join Northumberland County and be part of a team that values your growth, supports your well-being, and empowers you to make a difference.

Currently, we are looking to fill the following existing vacancy:

Customer Service Representative, Community & Social Services

Temporary, full-time position (approximately 12-month contract)

Hourly rate: \$27.00-\$30.31 (as per the CUPE 3725 collective agreement)

As the Customer Service Representative, you will be responsible for performing administrative support service duties using a client-centered approach in a fast-paced, integrated social services office. Your essential duties will include receiving and responding to public enquiries, receiving and processing payments, maintaining paper and electronic filing systems, preparing correspondence and communication material to the public or community, and preparing monthly billing, posting and reconciling for various department programs, and other related administrative tasks.

Qualifications & Skills

- At minimum, Grade 12 diploma.
- Minimum six months to one year of related experience in a customer service office role preferred.
- Ability to work in a team-based setting and provide high-level administrative support.
- Must have excellent organizational, customer service, problem solving and communication skills.
- Ability to maintain a high level of confidentiality in all interactions.
- Ability to assist people with sensitivity, tact, diplomacy, and professionalism at all times.
- Strong computer skills including proficiency in Microsoft Office Suite.
- Working knowledge of service delivery processes and department mandates considered an asset.
- Knowledge of Accessibility for Ontarians with Disabilities Act (AODA) and experiencing working on ensuring the accessibility of documents would be an asset.

What Makes a Career at Northumberland County Different?

Unlock your potential: At Northumberland County, your growth matters. We offer professional development and provide opportunities that empower you to excel and advance in your career.

Join a passionate team: Be part of a diverse, inclusive team where collaboration thrives, and every voice is valued. Together, we achieve greatness.

The Best of Both Worlds: Enjoy the beauty of natural living alongside a vibrant, dynamic work environment, offering the perfect blend of career success and work-life balance.

What We Offer:

- **Comprehensive Health Plans:** We care about your well-being, offering occupational and mental health supports, an Employee and Family Assistance Program (EFAP), and benefits plans for eligible staff.
- **Competitive Compensation:** We regularly review pay equity and compensation to ensure competitive salaries, supporting a livable life.
- **Livable Communities:** Enjoy access to beaches, trails, restaurants, and cultural events. Northumberland County offers a unique combination of natural beauty and vibrant community life.
- **Learning and Development:** Professional development is at the heart of our success, providing opportunities for growth and excellence.
- **Retirement Savings:** We offer the exceptional Ontario Municipal Employee's Retirement System (OMERS), a defined benefit pension plan to help you plan for a stress-free retirement.
- **Employee and Family Assistance Plan:** Our wellness program includes health support and assistance to ensure your well-being.
- **Work-Life Balance:** We offer flexible work options such as compressed working weeks, and potential hybrid work arrangements for eligible positions to encourage the right balance between work, life and play.

At Northumberland County, you'll find endless opportunities for growth, a supportive team, and a perfect balance between rewarding work and natural living —join us and make a difference in a place where your career and well-being truly matter.

How to Apply:

We thank all applicants for their interest, however, only those selected for an interview will be notified.

When emailing your application, please ensure your cover letter, résumé and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)).

We invite you to submit your application **by 4:30pm on Thursday, January 2, 2025**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
Email: hr@northumberland.ca
Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.