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Town of Aurora

## Employment Opportunities

Corporate Services

Division of Human Resources

### Customer Service Representative – Access Aurora

**Employment Type:** Contract, Part Time (up to 18 months)

**Location:** Aurora, Ontario

**Salary Range:** \$32.30 - \$39.61 hourly

**Closing Deadline:** February 10, 2025

*The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".*

#### Position Summary

Reporting to the Manager, Customer Service, this Customer Service Representative delivers a broad range of customer service related activities and information to external and internal customers relating to Town services, ensuring a high level of customer satisfaction. The incumbent will assist customers in securing Town of Aurora information and Municipal related services including the processing of provincial division registrar duties such as the issuance of marriage licenses, burial permits, commissioning of documents, in addition to completing bill payment transactions, and responding to a broad range of municipal inquiries. The position is the first line of contact with individuals seeking information and/or requiring services via various channels including telephone, in-person, and e-mail.

#### Responsibilities

- First point of contact for all frontline customer service to external and internal customers relating to a broad range of Town programs and services via various service channels including telephone, in-person, mobile applications, and e-mail.
- Responds to large volume of phone calls and voice mails with regards to Animal Services.
- Creates and assigns service tickets in CRM and acts as liaison between Animal Service and York Regional Police Officers, animal shelters and various rescue services.
- Performs corporate cashiering duties, including payment processing duties such as collecting and processing of all tax and water payments, posting of all Electronic Fund Transfers (EFT) to appropriate accounts, invoice payments, and deposits from other departments; prepares bank deposits and processes post-dated payments, where applicable.
- Maintains and fosters open communication and co-operation with internal service partners and department staff to provide continuity of service and optimum service delivery in accordance with Town protocols and procedures, as agreed to via Service Level Agreements.
- Performs administrative related tasks by creating and maintaining information in an accurate and timely manner, composing routine correspondence, letters, forms, and labels, maintaining records of activity, performing data entry, updating files, and preparing reports as directed.
- Supports the processing of various licensing and permit applications, related to municipal and provincially regulated services, including but not limited to Marriage, Burial Permits with Funeral homes, Clerk's office and/or escalations, in addition to maintaining and distributing vital statistics in conjunction with the Clerk's office and Province.
- Receiving, sorting, preparing, and dispersing all internal and external mail and couriers
- Handles customer complaints in a mature, calm professional manner, referring matters to the Customer Service Manager or other staff/Managers as appropriate.

#### Qualifications

- Minimum two (2) years' experience in a municipal office/customer service environment with multi-service provisions with cashiering functions; broad knowledge of a variety of municipal and government related services.
- Post-secondary courses in Business Administration, Office Administration, Customer Service or related discipline, or equivalent combination of education and experience.
- Excellent problem-solving skills, discretion, diplomacy and demonstrate the ability to work independently and as part of a multi-function team in a fast paced, high-volume environment.
- Proficiency using the Internet, Microsoft Office, as well as cashiering systems including Point of Sale (POS) terminals and transacting EFTs.
- Experience with customer related software application including knowledge management systems, customer relationship management tools, database tools, work orders systems, and Cloud based telephone/social media applications is considered an asset.
- Excellent interpersonal and communication skills and the ability to deal courteously and effectively with all levels of staff, the public, government officials, agencies and organizations. The ability to work a variety of shifts including days, evenings, weekends, and holidays is required.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources Division of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially. We thank all applicants and advise that only those 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 to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.