



**VISION:**

A city that inspires

**MISSION:**

Working together to enhance the quality of life for all residents

**VALUES:**

Sustainability,  
Inclusivity, Innovation,  
Accountability,  
Excellence,  
Bilingualism

## CUSTOMER SERVICE REPRESENTATIVE

Planning and Development – Job # P1306

**CLOSING DATE: NOON – FEBRUARY 4, 2025**

**JOB SUMMARY:**

This position reports to the Supervisor of Development Control.

This position requires the incumbent to communicate with the public and provide private and confidential administrative support to the Planning & Development Department. The incumbent will assist in the processing of all applications and permits types.

**APPLYING FOR THIS POSITION:**

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at [www.moncton.ca/careers](http://www.moncton.ca/careers). We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit [www.moncton.ca/careers](http://www.moncton.ca/careers) for information on the hiring and application process at the City of Moncton.

**WORKING AT THE CITY OF MONCTON:**

Moncton is a vibrant and culturally rich community. It is the first officially bilingual city in Canada, as well as one of the best places in Canada to do business. Moncton is also known as the economic, sports, tourism and entertainment hub of Atlantic Canada. City of Moncton employees strive to maintain the city's reputation as one of the best places in Canada to live, study, work and play.

This position is a unionized position. The City of Moncton offers an attractive salary and benefits package in accordance to the City Hall Employees Association / PSAC Local 60200 Collective Agreement.

[CHEA Collective Agreement](#)    [City of Moncton Salary and Wage Scale](#)

**EDUCATION:**

- High School graduate or GED equivalency.
- Must have a post-secondary education from an accredited institution where office skills were acquired and/or equivalent years of experience in an office environment.

**EXPERIENCE:**

- You must have a minimum of three (3) years experience necessary in performing similar or related duties.
- Must have demonstrated customer service experience.
- Must possess an above-average level of commitment, initiative, tact, and judgment and be a self-motivator. These attributes are essential to the proper handling of legal documents and the meeting of deadlines.
- Previous experience in a building inspection or engineering environment would be a definite asset.
- Previous experience with point-of-sales, cash/electronic transaction and reconciliation would be a definite asset.
- Minimum of three (3) years' experience working with computers and have a good working knowledge of Microsoft Office (Excel, Word, Outlook etc). Experience with Infor, Cogsdale, and Service NB's Planet system would be an asset.

**LANGUAGE:**

- The ability to function fluently in both official languages (English and French) is a requirement. As per provincial language proficiency standards, functional is determined to be at the Intermediate+ (2+) level or higher.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be flexible and to be a quick learner in a fast-paced environment. Must have the ability to enter data with speed and with a high degree of accuracy.
- Must have the ability to learn and understand technical and legal terminology relative to the position.
- Good telephone skills and etiquette are a requirement. Requires a minimum typing speed of forty (40) WPM.
- Must have the ability to process business correspondence.
- Must have the ability to effectively interpret information, respond to questions from internal and external clients.
- Work requires initiative and precision to details.
- Work will require scanning documents for document retention

**CONTACT:**

- The position will have frequent contact with internal and external customers. Requires courtesy, tact and diplomacy for exchanging information through calls. Effective in establishing client relationships and actively supports the organization.
- Requires behavioral characteristics that reflect the best interest of the corporation and the community at large.
- Work also requires the ability to foster clear, open and courteous communications with customers, Communication with elected officials and other levels of government is required from time to time.
- Work requires dealing with disgruntled and dissatisfied customers occasionally, with the incumbent being able to maintain composure without putting themselves or the Corporation at risk..
- Must be professional and neat in appearance.
- Employees are required to exercise tact, initiative and independent judgment in this position.
- This is a supervised position.

**SUPERVISION:**

- Supervision of employees is not a normal part of this position.
- May be required to provide limited leadership and guidance to other employees called-in to perform similar work.
- Employees of this classification develop and revise their work schedules and carry assignments through to completion under their own initiative. Although employees may make decisions involving substantial finality of action, difficult technical matters or matters of policy, are referred to the supervisor.

**CONDITIONS OF WORK:**

- Works in a modern open office environment. Workload ranges from moderate to heavy but generally working within constant deadlines. Flexibility and the ability to work under pressure from time to time are required. Works in a highly confidential environment.
- The employee will be required to work a seven (7) hour day between the hours of 8:30 a.m. and 4:30 p.m., Monday to Friday, under agreeable working conditions. Hours of work may change periodically with a prior notice of the change given one week in advance.
- Work will require moving about the office space throughout the day.
- The work environment is under video surveillance.
- Working conditions as outlined in the CHEA/PSAC Collective Agreement.

- All employees must comply with Council and Corporate adopted policies. (i.e. Attendance Management, Respectful Workplace and Health and Safety).