

# Job Title: Coordinator, Rural Municipal Services

**Requisition ID:** 3180

**Affiliation:** CUPE Municipal

**Position Type:** Permanent Full Time

**Number of Openings:** 1

**Bi-weekly Working Hours:** 70 hours bi-weekly

**Shift/Work Schedule:** Monday to Friday

**Division/Department:** Community Services, Community Partnership and Initiatives

**Job Location:** Janvier

**Pay Level:** PL6

**Start Rate:** \$ 42.36

**Permanent Rate:** \$ 49.59 (Permanent rate effective after completion of probation)

**COLA:** Bi-Weekly - \$480

**Posted (dd/mm/yyyy):** 15/02/2025

**Closing Date (dd/mm/yyyy):** 02/03/2025

**Posting Type:** Internal and External

## GENERAL DESCRIPTION:

Under general supervision, the Coordinator, Rural Municipal Services provides customer service to the public within the Regional Municipality of Wood Buffalo's rural community offices by processing a variety of payments, providing municipal and community resource information, directing citizen enquiries, and accepting applications for various municipal functions.

## RESPONSIBILITIES:

- Provide centralized municipal information to facilitate services to the community, government, and private agencies.
- Receive and process payment for a variety of municipal services.
- Promptly, accurately, and courteously respond to internal and external enquiries, record, and deliver messages.
- Maintain a thorough knowledge of municipal services and department functions.
- Update and distribute public information notices, newsletters, and municipal services list.
- Acquire and disseminate to the public a basic understanding of municipal policies, procedures, and bylaws.
- Maintain and distribute a variety of municipal and provincial government forms and information brochures.
- Assist the public with accessing and completing various forms, grant applications, and requests for social services.
- Assist with the recruitment of volunteers for municipal events and activities.
- Provide assistance with municipal events and activities as required, such as but not limited to, open houses, public, engagements, programs, and events.
- Perform general inspections of municipal facilities to ensure safety, building, and equipment standards are maintained.
- Perform general janitorial duties within the municipal office and common areas as required.
- Ensure facility space is organized and ready as per usage requests prior to meetings and events and ensure that post inspections are completed.
- Adhere to municipal confidentiality policies and cash handling procedures.
- Perform other related duties as required.

## QUALIFICATIONS

## SKILLS REQUIREMENTS:

- Positive attitude and desire to provide exceptional customer service.

- Ability to deal courteously, tactfully, and effectively with a diverse range of people, sometimes in conflict situations.
- Must exercise confidentiality and discretion with client information.
- Proficient in Microsoft Office applications (Outlook, Word, Excel) and the ability to learn other municipal software such as SAP and AS400.
- Attention to detail with the ability to enter and maintain data accurately.
- Knowledge in the operation of basic office equipment (computers, printers, calculator, cash register, electronic payment system, etc).
- Strong written and verbal communication skills.

#### **EDUCATION AND EXPERIENCE:**

- High school Diploma or GED equivalent is required.
- Certificate in Office Administration is an asset.
- Two (2) years' experience in an office environment is required.
- Experience is to include providing customer service to external customers.
- Valid Standard First Aid Certification.
- Ability to speak Cree or Dene, and Indigenous culture training are considered assets.
- Due to the work location, preference will be given to local rural candidates.

#### **OTHER REQUIREMENTS:**

- Submission of a Criminal Record Check.
- A valid Class Five (5) Operator's License is required as incumbent may be required to operate a personal or municipal vehicle for business use on a regular basis.

#### **SAFETY:**

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible for understanding and actively participating in the RMWB's health and safety management system, and complying with all policies, practices, and procedures. All employees must take reasonable care to protect the health and safety of themselves and others, as well as immediately report any concerns, near misses, incidents, and hazardous conditions to their supervisor.

**To apply: Please visit our website at [jobs.rmwb.ca](http://jobs.rmwb.ca)  
Current employees must apply through the internal careers site.  
We appreciate the interest of all applicants; however, only those individuals  
selected for interviews will be contacted. Late applications will not be accepted.**