



A great place to work starts with you!

Join a team that prioritizes public service, where your work will make a meaningful impact within the community. Parkland County believes in the power of teamwork, fostering a collaborative environment across departments to improve efficiency and innovation. With a solution-focused mindset, we approach challenges with resilience. Parkland County is committed to respect, working to uphold transparency, inclusion, and accountability in all decision-making. With a focus on safety, we create a supportive and safe environment for employees and the public. If you share these values and are ready to contribute to a dynamic and caring organization, we encourage you to consider this opportunity.

Now Hiring: Customer Service Representative I (Competition #25-54)

Parkland County has *casual* Customer Service Representative I positions available within the Communications & Customer Service Department. Reporting to the Supervisor, Customer Service, the Customer Service Representative I will work as part of a team to provide prompt and courteous service as a first point of contact to the public on behalf of Parkland County. The Customer Service Representative I responds to telephone, email and walk-in inquiries and handles a variety of transactions, including issuing permits, receiving inquiries and complaints, and processing payments. This position requires excellent customer service and de-escalation skills along with the ability to effectively multitask and problem solve in a fast-paced, customer-centric environment.

The ideal candidate would have the following:

- High school diploma or equivalent, supplemented by post-secondary course work in business administration or related.
- Minimum of two (2) years of related office experience, including switchboard or call centre customer service experience, along with the proven ability to deal with the public in a positive manner is required.
- Municipal Government experience would be considered an asset.
- Excellent communication, interpersonal and organizational skills along with the ability to thrive in a team environment.
- The successful candidate must have availability for Monday and Friday shift coverage, 8:00 a.m. to 4:30 p.m. and be able to work onsite at Parkland County Centre.
- Computer proficiency, including Microsoft Office, and the ability to learn and adapt to new programs quickly.

The total rewards package for this position includes:

An hourly rate of pay of \$28.02 per hour. This position has no guaranteed hours; shifts will vary between the working hours of 8:00 a.m. and 4:30 p.m., Monday through Friday, with mandatory availability for Monday and Friday shift coverage.

Parkland County offers a total rewards package including competitive pay, access to our confidential Employee and Family Assistance Program, and 4% vacation pay and 5% statutory holiday pay in addition to your regular earnings. Our organization offers access to physical fitness including an employee on site gym and lunch exercise programs, a Social Club, a mental health committee, and a comprehensive training program with extensive learning and development opportunities. Visit our careers page to view our Total Rewards Package for this position!

Additional Information

Interested candidates are invited to apply online at parklandcounty.com/Careers by Tuesday, May 13, 2025 at 4:00 p.m.

The work location for this position is Parkland County Centre, 53109A HWY 779, Parkland County, AB T7Z 1R1.

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted. Applications will only be considered through the Parkland County website. Applications received for this competition may be considered for future opportunities.

We are committed to fostering an inclusive workplace that welcomes, respects and values the multivariate diversity of current and prospective employees. We strive to provide reasonable access and accommodation throughout the recruitment and employment process. If you have any questions regarding this, please connect with our team at humanresources@parklandcounty.com