

Job Opportunity

The Corporation of the Town of Orangeville
invites applications for the position of

Customer Service Representative **Corporate Services Department** (Full-time position, 35 hours per week)

Located on the north-west edge of the Greater Toronto Area, less than one hour's drive from Toronto and yet only moments away from the unspoiled, natural beauty of the Niagara Escarpment, the Town of Orangeville ("Town") offers an excellent combination of location, small town charm and urban amenities. Situated in the picturesque natural setting of the Hills of Headwaters, Orangeville is home to over 30,000 residents and is the largest urban community and regional service centre within the County of Dufferin. Orangeville is a great place to raise a family, with an excellent quality of life and a strong sense of community. The Town is committed to a value based, thriving and collaborative work environment that supports our employees' success. Our employees are passionate about delivering high-quality programs and services to our residents and are proud to contribute to making Orangeville one of the exceptional places to live in Canada.

The Corporate Services Department has a full-time opportunity available for a Customer Service Representative. This position is a pivotal linkage between ratepayers and the various divisions within the Town and is responsible for responding to general tax and information queries. In addition, this position is responsible for the accounting of all tax cheques returned from the bank, payments received through the inter-bank exchange program and bank telephone payments and administering cheques returned for amendment.

Job Duties:

- Ensuring accurate and comprehensive first contact resolutions; screening and documenting customer-related issues; and engaging with divisions as required.
- Inputting data in various forms, utilizing various systems and ensuring legislative requirements are followed; producing relevant reports within specific timelines; and tracking phone and email interactions for reporting/statistical purposes and future improvement.
- Collecting and processing municipal revenue from property taxes, parking tickets, building permits, licences, and other general revenue; and balancing and preparing deposits and electronic payments.
- Investigating discrepancies with information received or currently on file.

- Composing Standard Operating Procedures.
- Assisting with training of new staff.
- Other duties as assigned.

Qualifications:

- Secondary School Diploma or equivalent, and post-secondary courses in Business Administration.
- Minimum of one (1) year of work experience in a customer service environment.
- Completion of a Municipal Tax Administration course is an asset.
- Ability to manage multiple tasks, balance multiple demands and address tight timelines with frequent interruptions.
- An understanding of municipal structure, processes, and policies is an asset.
- Computer proficiency in a Windows environment utilizing Microsoft Office.
- Working knowledge of Microsoft Dynamics GP, Diamond software and Customer Relations Management software is an asset.

Successful candidates will be required to complete a background check, including but not limited to a Criminal Record Check, in accordance with the duties of this position.

Salary Range: \$57,287.78 to \$67,018.60, Band 6 on the Town's 2025 Pay Grid, plus a comprehensive benefits package

Qualified candidates are invited to apply no later than 4 p.m. on **Tuesday, May 20, 2025**. Applications may be submitted online, or in person to the Town Hall located at 87 Broadway, addressed to Human Resources. Please do not email your application. Please note that only those who are selected for an interview will be contacted by Human Resources.

To select the best candidates to serve the Town of Orangeville and its people, several screening tools, including Police Record Checks are required as part of the hiring process for some employment or volunteer positions. When requested, applicants are required to provide a Police Record Check as a condition of their offer of employment. Police Record Checks must be dated within three (3) months of the employment offer to be considered valid. The specific type of Police Record Check required will be indicated in the job posting qualifications.

The Town of Orangeville is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. By submitting your personal information to the Town of Orangeville, you consent to the collection, use, and disclosure of that information in connection with our recruitment, hiring and/or employment processes. Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25, as amended, and will be used to determine the qualifications for employment with the Town of Orangeville. Questions about this collection should be directed to the Manager, Human Resources at 87 Broadway, Orangeville, Ontario L9W 1K1.