

# Employment Opportunity

## Customer Service Representative

### Temporary Full-Time

Application Deadline: Friday, June 13, 2025

The Town of Morinville is seeking a dynamic and customer-focused individual for a temporary full-time Customer Service Representative role.

Reporting to the Administrative Coordinator, in this key frontline role, you will be the first point of contact for residents, businesses, and visitors, handling everything from payments and permits to general inquiries and internal support. This position is ideal for someone who enjoys multitasking and takes pride in delivering exceptional customer service while keeping things running smoothly behind the scenes. You will need to be organized, adaptable, and confident using multiple software systems, all while maintaining a high level of professionalism and confidentiality in a busy public-facing environment.

The incumbent will work with sensitive information and is required to maintain confidentiality while monitoring and coordinating a variety of office related activities. **This position has an end date of on or before October 31, 2026, based on operational requirements.**

#### Key Responsibilities:

- Serve as the first point of contact for residents, businesses, and visitors at Town Hall by greeting guests, responding to general inquiries, and directing individuals to appropriate service areas.
- Provide professional, front-line customer service on behalf of all departments by phone, in person, and via email, using tools such as Service Tracker to document, triage, and route inquiries and service requests to the appropriate departments.
- Promote municipal programs, events, and services by sharing accurate and timely information with the public.
- Process in-person payments for taxes, utilities, permits, fines, business and animal licences, and FOIP requests, ensuring accuracy and adherence to financial protocols.
- Open and close tills, reconcile cash drawers, balance daily transactions, and prepare deposits in accordance with established accounting procedures.
- Coordinate incoming and outgoing mail, courier deliveries, and interoffice communications to maintain efficient daily operations.
- Perform a variety of administrative tasks including data entry, scanning, filing, and the preparation of standard reports to support internal workflows.
- Operate office equipment and software systems confidently to assist in communication, recordkeeping, and service delivery.

#### Requirements:

- High School Diploma required; post-secondary education in Office Administration or a related field is an asset.
- Minimum of two (2) years of customer service or administrative experience, preferably in a municipal or public sector setting. Equivalent combinations of education and experience will also be considered.
- Strong communication, problem-solving, and interpersonal skills.
- Proficient with Microsoft Office (Word, Excel, Outlook, Teams); experience with SharePoint, Diamond/GP, and Service Tracker is an asset.
- Ability to manage multiple tasks, meet deadlines, and handle confidential information with professionalism.
- Strong attention to detail, accuracy, and a proactive approach to work.
- The successful candidate will be required to provide a criminal record check as a condition of employment.

**Compensation/Hours of Work:** Hourly rate of \$26.82 to \$32.03 per hour based on qualifications and experience. Hours of work are based on a 35-hour weekly schedule.

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**To apply to this position please visit [www.morinville.ca/careers](http://www.morinville.ca/careers)**

*We thank all applicants for their interest; however, only those under consideration will be contacted.*

*The Town of Morinville values and supports diversity and inclusion in the workplace and encourages all qualified individuals to apply. Accessibility accommodations are available on request for candidates taking part in all aspects of the selection process.*