



CUSTOMER SERVICE SPECIALIST

Part-Time

Red Deer County isn't just a workplace—it's a thriving community where every role makes a difference. We foster a first-class environment grounded in trust, respect, shared responsibility, and open communication, empowering both personal and professional success.

Are you passionate about providing exceptional customer service and making a positive impact in your community? Reporting to the Utilities & Tax Coordinator, the Customer Service Specialist serves as the County's front-line ambassador, delivering outstanding service to residents and visitors both in person and over the phone. As the first point of contact, you will ensure inquiries are addressed promptly and professionally while supporting County operations across all departments.

Key Responsibilities

- Greet County residents and visitors, ensuring an exceptional customer experience at the front counter.
- Manage the County's main switchboard, including call transfers and follow-ups.
- Provide accurate information or referrals, ensuring timely responses to inquiries.
- Process payments, transactions, and receipts with precision and adherence to protocols.
- Maintain and process the County's post-dated cheque system.
- Prepare and summarize cash receipts for submission to accounting personnel.
- Facilitate incoming tax payments and process tax certificates upon request.
- Welcome guests for meetings and notify staff of their arrival.
- Handle courier and postal deliveries, ensuring proper documentation and routing.
- Coordinate mail-outs for utility invoices, accounts receivable, and annual tax notices.
- Order and manage stationary supplies for the organization.
- Assist third-party contractors with sign-in/sign-out safety requirements and issue proper identification.
- Provide clerical, administrative, and project support as directed.
- Support emergency procedures and building evacuation processes as needed.
- Comply with Alberta OH&S legislation and County policies, ensuring a safe workplace.
- Undertake additional tasks and responsibilities as assigned.

Qualifications

- Completion of post secondary certificate or diploma in office administration (business/accounting) combined with four (4) years office administration experience. A combination of education and experience may be considered.
- Strong team collaboration skills, along with the ability to work independently with minimal supervision.
- Exceptional customer service and interpersonal skills.

- High proficiency in word processing (MS Word), spreadsheets (MS Excel), and data entry.
 - Ability to exercise tact, judgement, and professionalism in interactions with diverse audiences.
 - Experience working with confidential or sensitive information.
 - Acceptable Criminal Records Check.
 - Familiarity with local government operations is considered an asset.
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Working Conditions

- **Environment:** Work is performed in an office setting, with frequent interactions with the public at the front counter and over the phone.
- **Schedule:** This is a part-time position with regular hours from 8:30 a.m. to 4:30 p.m., Monday to Friday. The work schedule follows a rotating pattern, alternating between two days one week and three days the next. Additional hours are also required to provide vacation coverage and during peak periods throughout the year.
- **Physical Requirements:** Light physical activity may be required, including lifting and moving supplies, handling mail, or setting up for meetings.
- **Work Pace:** The position involves managing multiple tasks and interactions simultaneously, requiring focus, organization, and the ability to adapt to changing priorities.

Additional Information

Position Type: Permanent, Part-Time

Department: Corporate Services

Office Work Location: Red Deer County Centre, 38106 Range Road 275, Red Deer County.

Starting Wage: \$30.60/hr

Application Details

Interested candidates are invited to email their application, including a resume and cover letter to Human Resources no later than **4:30 p.m., Friday, June 20th, 2025**, to:

HUMAN RESOURCES DEPT.

hr@rdcounty.ca

www.rdcounty.ca



Join us in making a difference in our community while building a rewarding career!

Red Deer County is an equal-opportunity employer and encourages applications from all qualified individuals. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

