

Corporate Customer Service Assistant

Req #1077

545 Talbot St, St Thomas, ON N5P 2T9, Canada

Apply  Share

Job Description

Posted Wednesday, July 2, 2025 at 12:00 a.m. | Expires Wednesday, July 16, 2025 at 11:59 p.m.



Internal / External

The Corporation of the City of St. Thomas -
City Clerk's Department has an existing vacancy for a:

CORPORATE CUSTOMER SERVICE ASSISTANT

(Permanent, Full-Time)

Job Posting #:1077-07-25

POSITION SUMMARY:

This is CUPE Local 841 position, under the general supervision of the Manager of Legislative Services / Deputy City Clerk, and the technical guidance and direction of the Corporate Customer Service Coordinator, will perform all Corporate Customer Service functions and provide services according to corporate philosophy, policy and procedures and in accordance with municipal privacy legislation.

MAJOR TASKS:

Provide face-to-face, web-based, social media, and multi-line switchboard service, dealing with customers in respect to a wide range of needs quickly and efficiently, including all clerical procedures relating to the corporate customer service function.

Maintain knowledge about a broad range of activities and procedures for all City departments.

Record service requests in the City's Corporate Customer Service Request Manager system and direct requests to appropriate personnel.

Receive and process payments for various goods and services including but not limited to parking passes, bins, tickets, books according to City policies and procedures. Reconcile weekly transactions for deposit with the Treasury Department.

Administer incoming, outgoing and interdepartmental mail service.

Assist with research and the preparation and updating of policies, procedures, and regular reports related to the operations of the Corporate Customer Service division.

Assist with the provision of training to new City staff regarding the Corporate Customer Service Plan and the Service Request Manager system, including promotion and support of the Corporate Customer Service function to staff within the City Clerk's Department.

Responsible for ordering all general office supplies for the Clerk's Department. Authorize requisitions, payments, and expenditures up to \$5,000.

Appointed as Commissioner of Oaths for taking affidavits by the Attorney General. Has the authority to require the production of any documents and witnesses various forms of documents both internal and external to the Corporation.

Appointed as Deputy Division Registrar for the City; manage Vital Statistics by reviewing and registering birth and death documents, including issuance of burial permits. Appointed as Deputy Issuer of Marriage Licences.

Assist with the Records and Information Management program development, implementation, promotion and maintenance, including special information and records management projects, as required.

Involved with all aspects of Municipal Elections including the preparation of reports, notices, forms, letters, media releases and revision of Voters' List. Train election staff. Provide information and assistance to candidates, media, election staff and general public. Act as Deputy Returning Officer and has authority to administer any oath under the Municipal Elections Act.

This position must be compliant with all provisions of the Occupational Health and Safety Act, related to "Duties of a Worker".

Perform other such related duties as may be assigned.

QUALIFICATIONS:

Minimum one-year post-secondary certificate/diploma in Municipal/Public/Legal Administration or an applicable field of study plus three years of municipal customer service experience. The successful applicant will possess superior customer service skills, professionalism, excellent communication skills (interpersonal, verbal and written), organization, coordination, and performance of duties at a responsible level. Must be proficient in a computerized environment, including but not limited to the following software applications: FileHold records management software, Dayforce, Carto Vista Cmap, Great Plains, Municipal Election electronic voting, Office 365, Access E11 for Customer Service, Adobe, Voterview list management. Requires the ability to effectively deal with members of Council, staff and the general public. Courses through AMCTO would be considered an asset.

CONDITIONS OF EMPLOYMENT:

Required to work beyond the normal hours of work including, Council meetings and the processing of death and burial permits. Must sign confidentiality agreement with the City.

WHAT WE OFFER:

- \$30.57 - \$38.20 per hour working a 35 hour workweek (Monday - Friday; 8:30 a.m. - 4:30 p.m.).
- Comprehensive Benefits
- OMERS Pension Plan
- Paid Vacation and Holidays
- Employee Family Assistance Program (EFAP)

Applications must be received no later than Wednesday July 16, 2025, at 11:59 p.m.

HOW TO APPLY:

Go to www.stthomas.ca – Employment, Employment Opportunities. Go to Posting Title and click the 'Apply Now' button. You may need to register/create a Login.

Please import/upload your COVER LETTER AND RESUME individually (i.e. pdf, word) and ensure you have attached all documents prior to submitting your application.

Note: You may be required to answer Qualification questions during the application process.

The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.

Although we appreciate all applications received, only those selected for an interview will be contacted.

Personal Information on this application is collected under the authority of the Municipal Act., R.S.O. 2001, as amended, and will be used to determine eligibility and suitability for employment with the City of St. Thomas.

Job Details

Skip to Content

Scan this QR code and apply!



[Download](#)