

Customer Service Representative



This opportunity is simple: we're inviting you to bring your skill and talent to our organization through the role of *Customer Service Representative*!

We're looking for a dynamic team member ready to contribute to our vision of being a community of communities where all people belong. We're excited about this role and the opportunity it presents for the successful applicants, our organization and our community.

Statement of Intent: Our goal is to be a diverse and inclusive workforce representative of the communities we serve at all job levels. We encourage applications from Indigenous People, Persons of African Descent, Black/African Nova Scotians and other Racially Visible Persons, Persons Living with Disabilities, Gender Diverse Persons and members of other historically excluded communities. While we recognize the inherent difficulty of doing so, members of equity seeking communities are encouraged to self-identify in their cover letter or your resume.

Primary Responsibilities

- Build customer relationships by providing prompt and exceptional customer service for all municipal departments by being the first point of contact for the public;
- Answer all public inquiries and / or engage with customers to ensure proper redirection, if required;
- Prepare cash drawer, process counter receipts, input payments, balance cash and complete bank deposits for approval;
- Prepare permit applications for all departments;
- Respond to property tax inquiries;
- Schedule fire and building inspections;
- Take minutes for committees of the Municipality, prepare agendas and action lists, as required;
- Provide administrative support including filing, sorting and distributing all incoming mail and preparing outgoing mail, scanning documents, file management and other general administrative duties.

Candidate Profile

- ***Education and Experience:***
 - Grade 12 or equivalent with post-secondary diploma in Accounting, Office Administration, a related field or equivalent experience;
 - 1 – 2 years of superior customer service experience.
- ***Knowledge, Skills, and Abilities:***
 - Strong interpersonal and public relation skills.
 - Exceptional customer service skills.
 - Ability to multi-task is critical.
 - Strong knowledge of computer applications within a Windows environment.
 - Motivated and enthusiastic team contributor.

Compensation & Benefits

This is a full-time unionized position that is governed in accordance with the Collective Agreement between the Municipality of the County of Kings and CUPE, Local 2618-01. Compensation includes a competitive salary and a benefits plan - including a pension plan (8% employer & 8% employee match)! Salary will be Level 4 (\$25.30/hr - \$30.17/hr) of the Municipal Pay Band. Hours of work will be Monday to Friday 8:30am to 4:30pm (35 hours per week).

For a detailed job description please click [here](#).

Extra Details

The Municipality of the County of Kings is a community of communities, both urban and rural, offering an exceptional lifestyle to residents. With a population of more than 60,000, the Kings Region offers full-service amenities you'd typically find in more urban environments in quaint small towns with vast rural landscapes and amazing vistas.

Learn more about our region, our organization and our commitment to Equity and Diversity [here](#).

How to apply

Send us your resume and cover letter merged into a single PDF with the position title in the email subject line. Help us understand how your talent and experience will help us achieve our vision, mission and goals. Don't be afraid to be personal! We are excited to get to know you.

Send your complete application package to Cathy Nichols, Human Resources Manager at workhere@countyofkings.ca by 4:30pm Friday July 25, 2025.

In order to provide an equitable experience for all candidates, the Municipality is happy to offer accommodation, adjustments and changes throughout our recruitment process. Persons who anticipate needing accommodations for any part of the recruitment process may contact, in confidence, workhere@countyofkings.ca.

We thank all applicants for their time and effort in applying however, only applicants selected for an interview will be contacted.

