



Corporate Customer Service and System Implementation Supervisor

Township of Oro-Medonte

About the Role

The Township is seeking applicants to fill the full-time vacancy for the position of Corporate Customer Service and System Implementation Supervisor. Reporting to the Manager, Communications & Customer Service, the Corporate Customer Service and System Implementation Supervisor is responsible for the development, implementation, and facilitation of quality customer service principles and processes, measuring and reporting on key performance indicators, while actively managing the customer service team to enhance overall service delivery and drive corporate performance.

What You Bring

The ideal candidate must have a University Degree or College Diploma in Business Administration, Communications, or related discipline. Course(s)/certificate from an accredited association, organization and/or institution related to project management, process improvement, and/or related discipline; Lean Six Sigma Certification is considered an asset. Additionally, the ideal candidate must have five (5) years progressive experience performing duties in a call centre role with experience in development and implementation of processes or project and/or people management. The candidate must demonstrate excellent analytical problem solving, research, customer service, interpersonal, communication (verbal and written), facilitation, training and teamwork skills. A valid Ontario Class "G" Driver's License and a satisfactory Driver's Abstract and Criminal Record Check are also required for this role.

What We Offer

This position offers a salary commensurate with experience and education (2025 salary range \$80,788-\$98,198). The Township of Oro-Medonte, values work-life balance and employee development. You will enjoy a variety of benefits including, an extensive benefit/wellness program including contributions to the OMERS pension, social opportunities through our People Team and professional development training for career growth. The Township of Oro-Medonte is an equal opportunity employer, and we are dedicated to creating a workplace culture of equity, inclusion and respect.

Application Deadline

If you are interested in joining our team of dedicated municipal professionals, we encourage you to submit an application through our Township's website via the link below by 4:30 p.m. on **August 7, 2025**. We thank all applicants who apply, however only those selected for an interview will be contacted.

[Apply Now](#)

The Township of Oro-Medonte is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Township of Oro-Medonte's People and Culture Department if you require any accommodation to ensure that you can participate fully and equally during the recruitment and selection process. We thank all applicants; however, only those considered for an interview will be contacted. Personal information is collected pursuant to The Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of the candidate selection. Questions about this collection should be directed to the People and Culture Department.