

Welcome to Northumberland County, where you can build a thriving career while making a lasting impact in our communities. We're a forward-thinking organization, setting the standard for county government by providing leadership and support to our municipalities and residents

We're committed to your growth, offering educational and career development opportunities to help you reach your full potential. Our dedication to diversity, equity, and inclusion reflects the rich communities we serve, driving innovation and excellence in our workforce.

Join Northumberland County and be part of a team that values your growth, supports your well-being, and empowers you to make a difference.

Currently, we are looking to fill the following existing vacancy:

Customer Service Unit Supervisor

Permanent, full-time position.

Wage: \$43.41-\$54.26 (based on a 35-hour work week).

Work Location: 555 Courthouse Road, Cobourg, Ontario.

Reporting to the Client Services Manager, you will primarily be responsible for coordinating, planning, organizing, and supervising the work of administrative staff of the Customer Service Unit. You will ensure the successful implementation of delivery standards as identified by the Community and Social Services management team. You will actively participate, cooperate, and assist other managers in the development of annual and capital operating budgets, and strategic and business plans. You will also lead special projects and ensure successful coordination and collaboration of programs and marketing initiatives.

Qualifications & skills:

- You have a University degree or College diploma in Social Sciences (Social Service Worker, Sociology, Psychology), Municipal/Public Administration or other related discipline.
- You have 3-5 years of progressive supervisory experience in human services or related fields.
- Strong understanding of municipal government, budget processes, purchasing and procuring, and accounting principles.
- Demonstrated understanding and experience in customer service standards and appropriate management of crisis intervention and formal complaint resolution. Comfort around exercising innovation and assessing risk.
- Knowledge and understanding of and the ability to interpret complex legislation and funding information, including the Ontario Works Act, Ontario Disability Support Program Act, Municipal Freedom of Information and Protection of Privacy Act, considered an asset.
- Strong organizational, interpersonal, verbal, written communication and presentation skills.
- Demonstrated ability to understand and supervise in a human services environment, including team building, relationship management, performance management, mentoring and coaching.
- Ability to analyze information and develop solution focused action plans.
- Experience supervising in a unionized environment is considered an asset.
- Knowledge of Social Assistance Management System (SAMS) and experience supervising in a unionized environment are considered an asset.
- Strong technology skills using Microsoft Office Suite (Word, Excel, Powerpoint, Teams, Outlook).
- Ability to navigate Windows desktop software; navigate to and use network drives for storage.
- Willingness to learn new technology

A valid Class G driver's license with a clean abstract and access to a personal vehicle is required. A 3-

year uncertified driver's record obtained from Service Ontario must be submitted with your resume. **Resumes submitted without an acceptable driver's abstract will not be reviewed.**

The successful candidate will be required to submit a satisfactory vulnerable sector check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

What Makes a Career at Northumberland County Different?

Unlock your potential: At Northumberland County, your growth matters. We offer professional development and provide opportunities that empower you to excel and advance in your career.

Join a passionate team: Be part of a diverse, inclusive team where collaboration thrives, and every voice is valued. Together, we achieve greatness.

The Best of Both Worlds: Enjoy the beauty of natural living alongside a vibrant, dynamic work environment, offering the perfect blend of career success and work-life balance.

What We Offer:

- **Comprehensive Health Plans:** We care about your well-being, offering occupational and mental health supports, an Employee and Family Assistance Program (EFAP), and benefits plans for eligible staff.
- **Competitive Compensation:** We regularly review pay equity and compensation to ensure competitive salaries, supporting a livable life.
- **Livable Communities:** Enjoy access to beaches, trails, restaurants, and cultural events. Northumberland County offers a unique combination of natural beauty and vibrant community life.
- **Learning and Development:** Professional development is at the heart of our success, providing opportunities for growth and excellence.
- **Retirement Savings:** We offer the exceptional Ontario Municipal Employee's Retirement System (OMERS), a defined benefit pension plan to help you plan for a stress-free retirement.
- **Employee and Family Assistance Plan:** Our wellness program includes health support and assistance to ensure your well-being.
- **Work-Life Balance:** We offer flexible work options such as compressed working weeks, and potential hybrid work arrangements for eligible positions to encourage the right balance between work, life and play

At Northumberland County, you'll find endless opportunities for growth, a supportive team, and a perfect balance between rewarding work and natural living —join us and make a difference in a place where your career and well-being truly matter.

How to Apply:

When emailing your application, please indicate what source you found this posting in and please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (doc or .docx) or Adobe (pdf)). Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit your application **by 4:30pm on Friday, October 24, 2025**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
Email: hr@northumberland.ca
Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.