

The Municipality of Strathroy-Caradoc – Full-Time Job Opportunity

Customer Service Representative

The Municipality of Strathroy-Caradoc is looking for someone who shares our values of teamwork, respect, honesty and commitment. You will be joining a team of dedicated, professional and committed co-workers, willing to go the extra mile to serve residents and ratepayers. Our mission is to lead and serve our communities by pursuing opportunities, leveraging partnerships and managing our resources to achieve growth. The bar is set high, but we strive to reach it together.

If you are looking for an opportunity to learn and grow and promote positive change in a friendly, safe environment, we'd love to hear from you!

Strathroy-Caradoc... Urban Opportunity, Rural Hospitality.

The Municipality of Strathroy-Caradoc is currently accepting applications for a full-time permanent "Customer Service Representative."

Position Summary:

The Customer Service Representative is responsible for providing front line customer service for the Municipality, including assisting the public, Municipal Staff and outside agencies with general enquiries from a variety of channels including in-person, telephone and email. This position is the primary first point of contact for customer service-related matters.

Goal Statement:

As a member of the Municipal team, each employee is responsible for serving the citizens of Strathroy-Caradoc by meeting the ratepayers' needs and expectations, as articulated by Council, by striving to be the best in everything we do through attitude, training, and creativity, and for representing the Municipality as a strong, integrated organization dedicated to quality, sustainable and viable services.

Duties and Responsibilities:

- Act as the first point of contact for customer service-related matters.
- Resolve and service customer enquiries through multi-channel contact either by phone, email, online or face-to-face.
- Prioritize incidents/complaints and, when required, escalate to the appropriate staff member and department.
- Direct any email and/or fax messages to the appropriate department/persons.
- Sort/prepare incoming and out-going mail.
- Open and date stamp all general correspondence.
- Assist in the planning and preparation of meetings for all Municipal staff in response to public requests.
- Responsible for the cash receipting of all customer service counter transactions, including but not limited to, tax and utility payments, recreation payments and planning fees.
- Responsible for posting and closing of daily customer service counter batches.
- Responsible for reconciling and posting of weekly Recreation deposits (pool, WMMC arena, and online Univerus Rec system).
- Provide information regarding licence requirements related to Lottery and Marriage licences.
- Record and post monthly Police deposits to the Municipality's finance software.
- Provide assistance to the Tax Collector in processing tax certificate requests when needed.
- Process and post post-dated cheque batches to the Municipality's finance software at the four tax instalment dates.
- Update garbage bin changes and additions to the master list on a monthly basis and assist the Accounts Receivable Clerk in calculating amounts that need to be invoiced to residents.

- Process applications for pet tags, updating the master list and mailing out tags to residents.
- Book Recreation department activities such as ice and facility rentals, and recreation program (e.g. camp, swim lesson) enrolments.
- Maintain an adequate inventory of office supplies.
- Coordinate the repair and maintenance of office equipment.
- Complete Commissioner of Oath duties.
- Provide assistance with basic Municipal applications such as building and planning applications and service requests.
- Perform other related duties as assigned.

Qualifications:

- Minimum Ontario Secondary School Diploma
- Previous experience in a reception or office administration role. Experience within an accounting / finance department considered an asset.
- Previous experience with enterprise resource planning software such as Microsoft Dynamics Great Plains, Univerus, CloudPermit and Citywide is considered an asset
- Computer literacy utilizing web browsing, Microsoft Office 365 (Word, Excel, PowerPoint, Outlook, Teams) and virtual meeting platforms
- Understands and works within the Occupational Health and Safety Act, Regulations, and any Municipal policies and procedures
- Excellent interpersonal, written, oral and public relations skills, with a focus on customer service excellence by adhering to the Municipality's Customer Service Standard policy
- Highly flexible with strong interpersonal skills that allow one to work effectively in a diverse environment
- Strong analytical, problem solving and decision-making skills
- Good organizational and time management skills
- Ability to work well with others in a fast paced, dynamic environment
- Possess cultural awareness and sensitivity
- Must be able to be eligible to become a Commissioner of Oath
- Must have a valid class "G" Ontario Driver's licence with a satisfactory driver's abstract
- Must provide a satisfactory Criminal Record Check prior to starting employment.
- Must be legally authorized to work in Canada

Compensation:

Wage: Band 2 – \$49,431.20 - \$61,789.00 per year (2026 rates)

Benefits: Comprehensive benefit plan and enrolment in the OMERS defined benefit pension plan

Posting Type: Existing Vacancy

Closing Date: June 16, 2026 @ 12:00 PM

Only applications submitted through the Municipality's job board by the deadline noted above will be accepted.

We thank all applicants but only those selected for an interview will be contacted. Personal information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used only for employment purposes. The Municipality of Strathroy-Caradoc is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.