



**The Township of Madoc
Position Description**

Position Title: Customer Service Representative	Reports to: Clerk/Administrator
Direct Reports: None	Effective Date: TBD

Scope of Position:

Assists in day-to-day operations of the municipal office. Be the first point of contact for in person visitors, phone calls and general email. Assist staff with office filing and data entry as well as keeping our website and social media page up to date. In addition, this position provides administrative support to the Clerk/Administrator, Mayor, Council, and other staff as required.

Customer Service Representative Responsibilities:

1. Be the first point of contact for visitors, telephone calls and general emails. Identify client needs and direct them to the appropriate staff member or organization if unable to answer the inquiries yourself.
2. Maintain confidentiality at all times.
3. Responsible for mail and courier services including all arrangements for pick up, sorting and distributing of outgoing mail.
4. Receives and distributes faxes to respective staff.
5. Photocopies and faxes material for the public.
6. Maintains Hall and Community Hub rental schedule, through booking calendar and future online program.
7. Processes tax payments, general payments, dog tag sales and other data entry as assigned including but not limited to cemetery files and associated sales reports.

8. Collect, open and date stamp all payments and cheques received by mail and forward to Finance for processing.
9. Collect, open and date stamp all invoices and other correspondence received by mail or email and forward to the appropriate department for processing.
10. Tracks dog tag sales and supply ordering and record where appropriate.
11. Maintain and update filing systems as required or directed by admin staff.
12. Provide administrative support to the Clerk, Mayor, Councillors, and other staff as directed and required.
12. Update and maintain the municipal website, and social media page.
13. Performs other related duties as assigned.

Qualifications:

1. Post secondary education in office administration or related field considered an asset.
2. Minimum 2 years related experience in an office setting, preferably Municipal.
3. Understanding of basic accounting, procedures, and general practices.
4. Exceptional organizational skills with the ability to prioritize when dealing with multiple tasks and deadlines.
5. Demonstrated ability to display diplomacy and professional demeanor when interacting with public and other staff.
6. Ability to work independently with minimal supervision.
7. Proficient in the use of Microsoft Office applications including Word and Excel, computerized accounting software and internet search engines as well as general office equipment. Proficient knowledge of how social media platforms work from an administrative perspective.
8. Ability to apply discretion and good judgment when dealing with confidential and sensitive issues and situations.

Working Relationships:

1. Contacts within the work environment are primarily with the Clerk/Administrator, all departments and township staff/volunteers, Senior Management and Municipal Council for the purpose of obtaining and sharing information to complete work assignments.

2. **With Public**

Provides information while ensuring polite and tactful relations. Provides information regarding Township services and policies as requested or redirects the inquiry to the proper staff for response. Receives and responds to requests, feedback, complaints etc., in a timely manner. Receives payments and provides receipts.

Physical Skill and Effort:

Some minor manual labour required in relation to moving, organizing, and restocking supplies (up to 20 lbs). Frequent periods of short duration of concentration with many disruptions. Visual and mental concentration with respect to visual display terminal. The coordination of fine motor skills is required when operating normal office equipment (computer, calculator, photocopier, shredder, telephone, fax etc.).

Decision Making/Judgement:

Work is performed under the direction of the Clerk/Administrator. The employee follows established practices to perform repetitive duties and work activities; judgement, reasoning and problem-solving in order to complete workload when the task has been defined. The employee notifies a higher authority of operational problems or issues as necessary.

Problems to be addressed are somewhat routine and typically can be answered from existing policies and procedures. Errors are usually quickly detected and can be corrected.

Working Conditions:

Usual public office with minimal direct exposure to disagreeable environmental elements. Work is usually undertaken in an office environment in surroundings that are generally comfortable with little chance of exposure to injury or disagreeable elements. Work generally has a low risk of injury. The noise level in the work environment is usually moderately quiet.

Work is primarily self-directed or assigned as broad objectives and goals, in accordance with corporate directives and policies.

Usual hours of work up to 35 hours per week.