

Job Description

Position: Customer Service Representative	Date: March 10, 2026
Reports to: Clerk	Department: Clerk Department

Purpose:

Reporting to the Clerk, the primary role of this position is to provide front-line accessible and enhanced customer service by receiving telephone calls, greeting customers and responding to emails with a high level of professionalism, diplomacy and integrity consistent with the public status and image of the Township. This position provides support to Council, Committees, the Chief Administrative Officer (CAO), Deputy Chief Administrative Officer (DCAO), Clerk, Department Managers and other Administrative Staff as may be directed by the Clerk.

Duties and Responsibilities:

- Primary receptionist for the Township to receive telephone calls, monitor email(s), direct inquiries / issues to the appropriate department or staff.
- Maintain the automated phone system in a prompt and efficient manner by recording and updating phone messaging.
- Provide general information regarding all departments and resolve issues where appropriate, utilizing information available on the Township website, and as directed by the Clerk or Department Managers.
- Participate as an effective team member within the Clerk and Finance Department and the Township as a whole.
- Issue licences including but not limited to dog tags and fire permits.
- Record service requests in CityWide software.
- Pick up and process all incoming / outgoing mail, via post office and courier and distribute to Council and Staff mail slots.
- Maintain all office equipment (with the exception of the folder), seeking external support when repairs are required.
- Order office supplies for all departments and keep storage areas neat and organized.
- Arrange and pick up refreshments / promotional materials / décor as required for special projects, events and open houses.
- Responsible for general scheduling for the Municipal Administrative Building including booking the Council Chambers and Boardroom.
- Responsible for keeping the reception area neat and tidy ensuring bulletin

boards and information on display is kept current.

- Provide promotional and clerical support to Council / Committees, the CAO and DCAO, Department Managers, the Deputy Clerk and other staff as may be required. This may include preparation of correspondence, newsletters, brochures, welcome packages, updating data banks and occasionally conducting research and preparing policies and procedures as may be directed.
- Maintain digital and paper copies of by-laws and minutes ensuring documents are complete, signed and stored appropriately.
- Maintain files, data and other hard copy and/or electronic materials in compliance with the Township Records Retention By-Law, the Ontario Municipal Records Management System (TOMRMS) and applicable policies and procedures.
- Responsible for coordinating Public Health Water Testing Program by receiving water samples and arranging courier services.
- Provide a supporting role in Township Communication as may be directed.
- Assist with Municipal Elections as directed by the Elections Returning Officer and/or Deputy Elections Returning Officer.
- Maintain basic knowledge of statutory legislation related to the Township, including policies, procedures.
- Ensure the security and confidentiality of all records and personal information
- Assist the Finance Department by providing basic information related to property taxes including issuing tax receipts for the current year and previous year only.
- Accept all payments, including taxes and fees received by mail, the after-hours dropbox, or over the counter and issue receipts.
- Assist with the sorting and mailing of property tax bills and notices.
- Assist with entering invoices into the records management system.
- Assist with posting of deposits when required.
- information under the control of the Corporation of the Township of North Kawartha in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Participate in all aspects of the Occupational Health and Safety Act.
- Participate in the IMS based Emergency Plan, as required. This duty on a rare occasion may require work outside of usual working / office hours.
- Other duties as assigned.

Skills and Competencies:

- Excellent customer service skills
- Strong oral and written communication skills

- Capable of diffusing tense situations with the public
- Excellent organizational ability
- Time management skills and ability to prioritize tasks to meet deadlines
- Decision-making ability
- Detail oriented
- Sense of collaboration and ability to work in a team environment
- Ability to perform and understand basic mathematical calculations
- Cash Handling
- Understanding of Confidentiality

Knowledge, Training and Qualifications:

- Combination of post-secondary education in a related field and / or equivalent experience.
- Customer service experience.
- Knowledge of personal computer systems and experience in word processing, spreadsheets, municipal software and keyboard skills.
- Must possess a valid Class “G” driver’s license.
- Experience maintaining websites and online platforms is an asset.
- Experience in municipal government is an asset.

Supervision:

This position does not have any supervisory responsibilities

Working Relationships:

Internal:	Mayor and Council Municipal Staff	Manager and colleagues Internal committees
External:	General Public Outside Vendors	Municipal Government Provincial and Federal Agencies

Working Conditions:

Typical climate-controlled office environment with occasional regional travel to attend meetings, conferences, seminars. Work activities require visual and mental concentration for intermediate durations of time. Standard office hours, Monday through Friday, with occasionally extended hours for meeting attendance. Occasional lifting and carrying of items weighing less than 30 lbs. (i.e. office



supplies).

Please note: The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational, resident or operational requirements.

Reviewed by:

Employee

Date

Manager

Date

Chief Administrative Officer

Date