



The Municipality of
SOUTH DUNDAS

Municipality of South Dundas Employment Opportunity

Position:	Customer Service Representative (1 Position)
Department:	Corporate Services Department
Wage Level:	\$48,599.04-\$58,900.14 (Pay Band C – 2026 Rates)
Type:	Permanent, Full-Time (Non-Union)
Hours:	35 Hour Work Week

Position Profile

The Customer Service Representative is the first point of contact for members of the public contacting or visiting the Municipal Centre. The position is responsible for providing quality and professional customer service by accepting payments and responding to enquiries related to municipal programs, services and information.

The role requires strong communication skills, attention to detail, proficiency with technology, and the ability to remain calm and professional while dealing with diverse public inquiries and occasionally challenging situations.

This position provides administrative support to the entire organization under the direction of the Director.

KEY DUTIES & RESPONSIBILITIES

- Greet members of the public visiting the Municipal Centre in a professional and courteous manner. Ensure visitors receive appropriate assistance or are directed to the right personnel.
- Answer incoming phone calls and direct inquiries to appropriate departments or staff members. Take messages and ensure proper communication between departments and the public.
- Respond to general inquiries about municipal services, programs, by-laws, and procedures. Provide information about municipal office hours, contact details, and service availability.
- Positively resolve customer inquiries through phone, email, online channels, or face-to-face interactions. Transfer knowledge to customers with the goal of resolving the concern(s) without further escalation.
- Receive and record revenue for the Municipality in various forms of payment including cash, cheques, debit, and credit card transactions.

- Process payments for property taxes, water and sewer bills, building permits, licensing fees, and other municipal charges.
- Issue receipts and maintain accurate records of all transactions.
- Balance cash drawer and prepare daily deposit reports.
- Handle payment plans and payment arrangements as authorized.
- Access and update customer information in municipal databases and software systems.
- Provide Administrative support to all Departments as requested and when required.
- Complete facility booking and rentals and provide support to the Recreation Department with program registration and bookings
- Work with Finance Department staff to ensure management of the utility accounts including billing, collection and customer inquiries.
- Assist with marketing and promotion within the organization.
- Preparation, proofreading and editing of documents as required
- File and organize documents and correspondence.
- Prepare and distribute information packages.
- Assist with data entry and record keeping tasks.
- Sort and prepare incoming and outgoing mail.
- Maintain confidentiality and handle sensitive information appropriately.
- Other duties as assigned.

Note: *This job description is meant to describe the general nature and level of the work being performed; it is not intended to be construed as an exhaustive list of the responsibilities, duties and skills required for the position.*

EDUCATION, SKILLS & KNOWLEDGE

- Diploma in office administration or related experience.
- 1-3 years experience in a customer service environment, preferably in a municipal setting.
- High proficiency with Microsoft Office 365 Suite and the ability to stay current with new technology.
- Exceptional interpersonal and communication skills (empathy, teamwork, positive attitude, upbeat energy, professionalism, and tact).
- Demonstrated ability to problem-solve through active listening combined with a commitment to delivering superior customer experience.
- Strong organizational skills and capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities.
- Excellent time management and attention to detail while delivering high-quality service.
- Ability to deal with customers in a professional and courteous manner and develop professional working relationships.
- Analytical skills and excellent oral/written communication abilities.

WORK ENVIRONMENT

Full Time (35-hour work week) - standard office environment.

APPLICATION DEADLINE:

The Municipality of South Dundas is an equal opportunity employer and encourages applications from all qualified individuals. During the recruiting process, accommodation for applicants with disabilities is available upon request.

Applications will be accepted until **February 17, 2026, at 2:00 pm.** Please send resume to hr@southdundas.com or by mail to *34 Ottawa Street P.O. Box 740, Morrisburg, ON K0C 1X0*. We thank all candidates for their interest, however, only those selected for an interview will be contacted. No telephone calls please.

Personal information submitted will be used for the sole purpose of this competition. It is collected under the authority of *The Municipal Act*, RSO 2001, and will be used in accordance with *The Municipal Freedom of Information and Protection of Privacy Act* for employment purposes.