



# Georgian Bluffs

DEEPLY ROOTED. SUSTAINABLY GROWING.

## Seeking a Customer Service Representative (12-month contract)

Georgian Bluffs is home to 11,000 residents, nestled between the Niagara Escarpment and the clear waters of Georgian Bay. The Township offers a second to none quality of life. With the amenities and facilities of a larger urban centre in nearby Owen Sound, yet the peace, quiet, and environment of a rural location, the Township offers both convenience and nature. We provide a flexible and supportive working environment amongst a small and dedicated team.

### What we are looking for:

A dynamic individual to join our Corporate Services Department as a Customer Services Representative. This person will be positioned at the front desk and responsible for answering and directing phone calls and public inquiries, taking payments, and tracking customer issues in software systems. The ideal candidate will assist the Manager of Legislative Services/Clerk in delivering customer service program objectives and special projects as assigned.



### This role may be for you:

If you enjoy working with small teams dedicated to public service and where you will be met with new challenges each day. If you enjoy living and working in a small and close-knit community and value public service delivery, we want to hear from you.

### The preferred candidate possesses the following knowledge, skills, and experience:

- College Diploma in Office Administration, Business Administration, related field or equivalent.
- Municipal Administration Program (MAP) Or willingness to obtain is considered an asset.
- Willingness to complete additional training as required.
- Minimum one (1) year in an office setting, with direct experience providing customer support.

- Computer proficiency in Microsoft 365 (Word, Excel, Outlook) and database applications such as Keystone, AccessE11, and CloudPermit.
- Demonstrated tact and discretion in handling matters of a confidential or politically sensitive nature, while maintaining confidentiality and privacy.
- Strong understanding of and commitment to positive public relations and customer service skills.
- Strong communication skills (written, oral, and interpersonal).
- Ability to multi-task, work with interruptions, and display common sense and patience.
- You will promote and foster a good working environment and lead with a mindset of diversity, equity, and inclusion.

This is a temporary full-time position working 35 hours per week, with a 30-minute unpaid meal break. The wage rate for this position is \$27.98/hour. If Georgian Bluffs is the place, you feel you can be asset, we strongly encourage you to apply. Interested candidates are encouraged to submit in confidence to the undersigned, a resume and cover letter no later than 4:00 PM on March 6, 2025. Job Posting #2025-06.

Human Resources  
Township of Georgian Bluffs  
Email: [hr@georgianbluffs.ca](mailto:hr@georgianbluffs.ca)

All applications and inquiries will be treated in strict confidence. The Township thanks all applicants, however, only those who are selected for an interview will be contacted. Personal information is collected under the *Municipal Freedom of Information and Protection of Privacy Act* only for job selection purposes. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.