



Job Posting: #2023-46

Job Title: Communications & Customer Service Clerk

Department: Legislative Services

Reports To: Deputy Clerk/Manager of Legislative Services

Directly Supervises: None

Status: Full-time Permanent

Hours per Week: 35

Salary Range: \$44,902.59 - \$54,584.53

Application Due Date: Sunday, November 26, 2023

Interviews for this position will be held the week of November 27-30th.

Position Summary

This position is responsible for providing assistance on the development of a variety of communication materials, including print and digital formats, as well as acting as a first point of contact for the Municipality in person, by phone, and email to provide exceptional customer service to the public. This position is responsible for reviewing and updating the Municipal website, monitoring social media accounts, and assisting in the production of print publications while also providing community information, processing payments, and assisting with the coordination of other public-facing services.

Role Specific Duties and Responsibilities

Communications

1. Support communication needs of all departments across the corporation. Assist in the development and implementation of internal and external communications campaigns and strategies.
2. Assist staff from other departments with the creation of informational materials or promotion of Municipal initiatives and events.
3. Assist internal departments in the creation of informational and public engagement materials and promotion of meetings, e.g. park master plans, etc.
4. Assist with content creation and maintenance for the website and social media to inform the public about Municipal news, services, or events.
5. Review website content and pro-actively update or remove outdated information by working with content owners.
6. Support the monitoring of the Municipality's social media accounts.
7. Respond to social media posts and/or escalate matters according to standard operating procedures.

8. Assist with media relations and production of news releases.
9. Assist in the reporting and/or collection of communications metrics.
10. Assist with the production of marketing materials.

Customer service

1. Working with the Customer Service Clerk, act as a primary contact person for the Municipality in providing customer service skills via counter, e-mail and telephone.
2. Respond to inquiries/complaints, perform initial screening, redirect calls, and case management through the Municipality's Customer Service Request Management system.
3. Assist with all external and internal inquiries with regard to taxes, water, financial records, general by-law matters, and other inquiries including general information, Council and Committee information, compost and recycling, etc.

Perform cashier functions such as accepting, balancing, and processing payments, and general receipts involving cash handling and balancing a cash drawer.

General Duties and Accountabilities

1. Provides a high standard of customer service while responding to inquiries and resolving complaints from the public.
2. Maintains a high degree of confidentiality and security of information at all times.
3. Work in compliance with the *Occupational Health and Safety Act*, and other applicable legislation, department policies/procedures/practices, operational guidelines, and perform safe work practices.
4. Perform other duties as may be assigned in accordance with department and corporate objectives.

Required Certifications and/or Health and Safety Requirements

1. None.

Education, Skills and Experience

1. OSSGD required; diploma in Business Administration, Public Relations, Technical Communications, or related discipline preferred.
2. 2 years' related customer service experience, preferably in a municipal environment, with significant experience in cash handling.



3. Strong communication (written, oral, interpersonal), organizational, public relations and customer service, and time management skills.
4. Highly skilled in the use of Microsoft Office Suite, and publishing software to design and produce marketing and promotional materials.
5. Ability to multi-task, to work with interruptions, be flexible, and work well under the pressure of a deadline while also displaying common sense and patience in all dealings.
6. Experience with InDesign, HTML and web CMS considered an asset.
7. Knowledge of AODA communications regulations considered an asset.

Physical Demands and Working Conditions

- Physical demands include considerable sitting and computer usage. Working conditions are in a standard office environment with exposure to verbal criticism from the public.
- Normal hours of work are 35 hours per week, Monday through Friday; may be required to attend occasional evening meetings or commitments.

Contacts and Interactions

- Communicates regularly with municipal staff, residents, community groups, and the public.

Applicant Information

Interested qualified applicants are invited to forward their cover letter and resume quoting Job #2023-46 by Sunday, November 26, 2023 to:

jobs@meaford.ca

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact

jobs@meaford.ca.