



The Corporation of
The Township of Brock
1 Cameron St. E., P.O. Box 10
Cannington, ON L0E 1E0
(705) 432-2355

Job Position: Customer Service Representative

Type of Position: Full-Time

Hours: **35 hours per week**

Pay Range For This Position: \$50,194 to \$58,720

Location: 1 Cameron Street, East, Cannington Ontario

The Township of Brock, having a population of 12,567, is primarily a rural municipality situated on the shores of Lake Simcoe and is home to three urban centres, Beaverton, Cannington, and Sunderland.

Reporting to the Manager of Revenue, this position is the primary customer service representative at the Township of Brock Municipal Administration Building.

Main Duties and Responsibilities:

- General reception – primary point of contact for residents in person, telephone or online
- Administration and processing of Parking Permits & Tracking Logs
- Tracking insurance certificates for lease holders
- Opening and closing of the Municipal Administration Building
- Administration of Township mail and courier packages
- Payment processing, including property taxes, transit passes, building permits, library deposits, etc.
- General inquiries for Treasury
- Customer service or online services and inquiries, including delivery of Tax Statements Bill Reprints, and other user fee items from Treasury
- Administration of general email accounts
- Assist with property tax billing and collection mailings
- Cash receipts daily balancing, including deposit preparation and electric cheque deposits
- Maintain returned mail
- Assist with facility bookings and administer rental agreements
- Administration, processing and tracking of dog tags, burn permits and parking tickets
- Assist with annual seasonal watercraft berthing & parking permits
- Assist with requests for marriage license scheduling
- Perform Commissioner of Oaths duties

If this information is required in an accessible format,
please contact the Township at 705-432-2355.



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Qualifications and Skills:

- Post-secondary Diploma in Business Administration (preferred), Office Administration, Computer Studies, Customer Service or related discipline.
- Two (2) years relevant experience in municipal government environment
- Municipal Tax Administration Program considered an asset
- Excellent time management, organizational skills and attention to detail
- Public relations and interpersonal skills
- Strong communication skills, both verbal and written
- Analytical skills related to reconciliations
- Computer operation and keyboarding skills, specifically in financial applications, word processing and excel spreadsheets

Interested applicants are invited to submit a covering letter and resume addressing how the outlined qualifications are met, marked confidential, by no later than 4:30 p.m. on **Thursday September 10, 2026** to:

Human Resources: hr@brock.ca

The Township of Brock is an equal opportunity organization committed to diversity and inclusion; we welcome applications from all qualified individuals, including persons with disabilities, racialized, Indigenous persons, persons of any gender identity and sexual orientation, and newcomers. We will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities.

If you require accommodation at any time throughout the recruitment process, please contact **Human Resources** in advance at:

hr@brock.ca

We thank all applicants and advise that only those to be interviewed will be contacted. Personal information is collected under the authority of the Municipal Act and will be used to determine eligibility for potential employment.

The Township of Brock does not utilize Artificial Intelligence during the hiring and interview process.

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