MUNICIPALITY OF West Grey

# Job Posting

**POSITION:** **Customer Service Representative**
**CATEGORY**: Temporary Full-Time (up to 14 months), 35 hours per/week
Maternity Leave Coverage
**HOURS OF WORK:** 9:00 a.m. – 4:30 p.m., with a half hour unpaid lunch
**WAGE RANGE:** Pay Band 7 ($27.99 - $32.74 per hour)

Applications are now being accepted for a temporary Customer Service Representative.

**Deadline for Applications**: Friday, November 27, 2026, at 3:00 p.m.

## ABOUT THE MUNICIPALITY OF WEST GREY

With a population of over 13,500 the Municipality of West Grey is the largest geographic municipality in Grey County (876 square kilometres), with the River Styx and Rocky Saugeen, Beatty Saugeen and South Saugeen Rivers being the connecting links between our rural communities of Elmwood, Durham, Neustadt and Ayton.

The Municipality delivers key services to our fast-growing population including: two water systems; three landfill sites; three library branches; several community centres, arenas and parks; three fire stations; West Grey Police Services; 114 bridges; 700+ kilometres of roads and 23+ kilometres of sidewalks.

## JOB OVERVIEW

Reporting to the Tax Collector/Deputy Treasurer, the Customer Service Representative position assists with the day-to-day operations of the West Grey Municipal Office and is responsible for providing customer service as well as administrative and clerical support. This position acts as the front counter customer service representative receiving payments and solving or re-directing general inquiries from customers in person at the front counter, via phone, email and online. Other responsibilities include processing incoming and outgoing mail/couriers and providing support to various departments, as necessary.

## JOB DETAILS

- Act as primary contact for the Municipality with the public from a variety of channels; telephone, email, and counter.
- Opening/distributing mail.
- Receive, assess, refer, and answer inquiries related to all departments of the Municipality such as tax, water, roads, waste management, and recreation.
- Triage requests, determining information needs, and entering information into a variety of computer-based software applications.
- Process a variety of financial transactions for municipal services and programs including cash, debit and credit cards following department designated collection procedures and payment options. Complete monthly reconciliation preparation as required.
- Assist with issuing and maintaining dog tags.

- Other duties as assigned.

**KNOWLEDGE, TRAINING AND QUALIFICATIONS:**

- Minimum of Ontario Secondary School Diploma required. 2-year Community College diploma in business, accounting or related field is an asset.
- Minimum 12 months experience in a customer service setting. Cashier and collections experience is an asset.
- Knowledge of financial system and other operational systems as required.
- Knowledge of office equipment used.
- Mathematical proficiency required (accounting knowledge an asset).
- Knowledge to process, balance and update daily cash and journal.
- Knowledge of other department services to respond to customer service inquiries.

**WORKING CONDITIONS:**

- Works in an office environment
- Manual dexterity to operate computer keyboard, calculator, and other office equipment.
- Endurance and stamina during peak payment periods to stand at the cash counter (all day on due dates).
- Counter work requires close mental/visual concentration to ensure a high degree of accuracy in processing large volumes of cash and cheques.
- The work requires close mental/visual concentration to ensure accuracy in processing accounts receivable invoices, payments, and arrears notices, as required.

**EQUAL OPPORTUNITY EMPLOYER**

The Corporation of the Municipality of West Grey is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, Aboriginal status, or any other legally protected factors. Disability-related accommodations are available on request for candidates taking part in all aspects of the selection process.

**HOW TO APPLY**

**Interested individuals having these qualifications are encouraged to email a cover letter and resume to: hr@westgrey.com.**

The Municipality of West Grey does not utilize artificial intelligence (AI) to assess applications.

We thank all applicants who apply, however, only those considered for an interview will be contacted. It is the policy of the Municipality that all persons considered for employment are required to provide the Municipality with a criminal record check by the police force responsible for the jurisdiction of their residence. The Municipality of West

Grey is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, West Grey will provide accommodations to all applicants with disabilities throughout the recruitment, selection and/or assessment process. Personal information contained in applications will be used for recruitment purposes and collected as per the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56.