



HR Manager  
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## **CORPORATION OF THE TOWN OF TILLSONBURG**

### **SUMMER STUDENT JOB POSTING**

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**POSITION: Customer Service Representative**

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**DEPARTMENT:** Customer Service

**LOCATION:** 10 Lisgar Ave

**POSTING #:** HR 65.18

**STATUS:** Student (up to 40 hours/ week)  
(April 29, 2019 until approximately August 31, 2019)

**RATE:** \$14.00/hour

**REPORTS TO:** Customer Service/Revenue Manager

**POSTING PERIOD:** December 5, 2018 to January 9, 2019

**NOTE:** Interested applicants are invited to submit their resumes in confidence to the HR Manager by 4:30pm on the last day of the posting. All applications must include the posting number.

We thank all applicants for their interest in this position, however, only those to be interviewed will be contacted.

The Town of Tillsonburg is an equal opportunity employer and all information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection.

The Town of Tillsonburg will attempt to provide reasonable accommodation for a known disability for an applicant or employee if requested.

## **GENERAL STATEMENT OF DUTIES:**

Under the direction of the Customer Service/Revenue Manager, this position shall be responsible for maintaining the efficient/accurate and timely flow of public information by phone and in person to customers and staff.

## **EDUCATION:**

- Successful completion of at least one year and actively enrolled in a community college or university program.
- Demonstrated ability to work in a team setting
- Excellent communication skills
- Established technical skills with computer applications
- Ability to complete multiple projects in an active work environment with frequent interruptions
- Ability to resolve/direct questions, concerns or complaints in a timely fashion

## **POSITION RESPONSIBILITIES**

- Process payments for all town departments through Payment Manager,, validating information to ensure proper application on account
- Handles and balances large sums of cash adhering to cash management policies/procedures
- Complete and distribute forms/service orders for hydro/water locates, water & sewer inspections, log in ACR
- Provides information to the public on behalf of Oxford County for waste and recycling items
- Accept and process animal license applications
- radio communication with municipal departments
- Open and distribute incoming mail, redirect returned mail, sort and post outgoing mail
- Creates cases in Active Citizen Response (ACR)
- Attend meetings and training as directed
- Other duties as may be assigned by the Manager of Customer Service or designate
- Must be returning to school in the Fall.

**\*Successful applicant will be required to attend orientation on Monday, April 29, 2019.**