



Job Title:	Customer Service Representative
Last Revised:	October 2026
Department:	Finance Department
Reports to:	Director of Finance/Treasurer

PURPOSE OF THE POSITION:

The Customer Service Representative (CSR) serves as the primary point of contact for residents, businesses, and visitors, providing professional, courteous, and efficient customer service on behalf of the Township. This position is responsible for responding to inquiries, processing payments, providing information regarding Township programs, services, policies, and procedures, and directing requests to the appropriate departments.

The role supports the delivery of accessible and customer-focused services by assisting the public in person, by telephone, email, and online, while maintaining accurate records, processing transactions, and performing administrative duties. The Customer Service Representative contributes to a positive customer experience and helps ensure the effective and efficient operation of Township services.

KEY DUTIES AND RESPONSIBILITIES:

- Handle and direct all public inquiries.
- Perform general reception and administrative duties, including answering phones, greeting visitors, processing mail, filing documents, and maintaining records.
- Direct inquiries and service requests to the appropriate department and monitor follow-up where required.
- Record revenue received including taxes, water/sewer billings, building permits and any other miscellaneous payments.
- Balance daily cash receipts, prepare deposits, and assist with cash management and reconciliation activities.
- Ensure compliance with all applicable federal and provincial regulations and Township policies.
- Perform other related duties as assigned in support of operations and service delivery for the Township.

POSITION QUALIFICATIONS:

- Completion of Grade 12 education or equivalent.
- Minimum of one (1) year of related experience in a customer service or administrative role.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and a willingness and ability to learn and apply new technologies.

- Excellent oral and written communication skills including superior interpersonal skills.
- Good organization and problem-solving skills with the ability to multi-task and prioritize.
- Highly motivated team player, with strong technical and analytical skills.
- Municipal government experience is considered an asset.
- Bilingualism is required.

OTHER REQUIREMENTS:

- Valid class G driver's license
- Must provide a current Police Record Check.

The forgoing description reflects the key duties, responsibilities and qualifications for the position and shall not be construed to be all the work requirements of the position.

Applications will be accepted by email to

Zoe Bougie
 Director of Finance/Treasurer
treasurer@northglengarry.ca
 until
2:00pm on October 29, 2026.

Salary Range: \$49,699.82 to \$58,454.20, plus pension and benefits.

The Township of North Glengarry is an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The Township of North Glengarry will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act.