



STUDENT EMPLOYMENT OPPORTUNITY

Customer Service Student

April 28 to August 29, 2025

Corporate Services

Job Rate: \$17.40/ hour, \$17.90/ hour for returning students (35 hours)

Reporting to the Deputy Clerk, the incumbent will be responsible for the administration of a number of counter and clerical services

and for providing a customer service based telephone and general reception service for the Township. Major responsibilities include:

- Assist as the customer service coordinator
- Answer telephones and direct calls, greet customers, answer questions and provide directions to the general public; schedule and co-ordinate meetings; book meeting facilities
- Corporate website- review, update and maintain data supplied by authorized internal/external requestors
- Review documents for accessibility, convert documents that are not accessible into accessible formats; assisting all departments in doing this
- Provide mail service for all departments
- Maintain supplies for photocopiers and postage equipment; troubleshoot and place service calls when required
- Maintain records management database, scanning documents into Laserfiche
- Process payments for applicable Municipal fees and charges
- Provide clerical support; such photocopying, notice circulations for the Clerk's Department
- Assist in maintaining the Township's social media channels with the development of graphics and posts for office closures, and council and committee meetings
- Maintain a current knowledge of the Occupational Health & Safety Act and ensure that all safety procedures and policies are adhered to
- Under direction, create and maintain standard operating procedure documents and tracking documentation
- Assist with the Customer Relationship Manager (CRM)
- Perform other requisite job duties as assigned

Required experience and education will include:

- Currently enrolled in post-secondary education taking public administration, business/office administration, political science or another related field
- Experience in administrative support in an office environment and/or municipal experience would be considered an asset
- Experience with the Accessibility of Ontarians with Disabilities (A.O.D.A.) Act would be considered an asset.

Skills and Competencies Required:

- Demonstrated computer proficiency skills including, but not limited to, Word, Excel, Outlook, Teams, Laserfiche and Web
- Excellent verbal and written communication skills and the ability to communicate efficiently and effectively with the general public and staff

You are invited to submit a cover letter and resume outlining current experience, background and education. The application must be received in writing to the Human Resources Department, replies should be addressed to Valerie Ratchford, Human Resources at resumes@scugog.ca.

NOTE: We thank all applicants and advise that only those selected for an interview will be contacted. Personal information will be used to determine eligibility for potential employment and is pursuant to the Municipal Freedom of Information and Protection of Privacy Act.

The Township of Scugog is an equal opportunity employer. In addition, accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), please contact Human Resources if you require accommodation.