



EMPLOYMENT OPPORTUNITY Customer Service Coordinator

The Township of Cramahe is located in the heart of Northumberland County, just an hour's drive east of Toronto on the north shore of Lake Ontario. The picturesque villages of Colborne and Castleton are the historic and cultural centers of Cramahe. These communities offer residents and visitors the opportunity to share rolling farmlands, heritage buildings, and the natural beauty of Apple Country. We are a population of over 6,000 and growing.

The Township of Cramahe is currently seeking a knowledgeable and experienced municipal professional in the fulltime role of Customer Service Coordinator.

Reporting to the Chief Building Officer, the Customer Service Coordinator is responsible for receiving and addressing public inquiries by phone and in person regarding services provided by the departments of Building and Planning; and providing related administrative and clerical support to the public and respective department.

Qualifications:

The preferred candidate possesses a post-secondary degree or diploma in related to business or technology and brings 2+ years' administrative support experience, preferably in a municipal environment.

You offer excellent oral and written skills, a congenial attitude and exceptional customer service skills, to provide effective communication with the general public, contractors and staff. Your ability to work in an environment with changing deadlines and priorities will help ensure your success in this role. In addition, you have demonstrated knowledge in various computer applications including GIS, Microsoft Office and Excel.

A valid Class G Ontario driver's license and clean criminal record check are conditions of employment.

Duties:

- Assist the Building and Planning departments by providing services to customers and municipal staff.
- Greet the public visiting the Building and Planning Departments, address inquiries regarding services and direct the public to the appropriate contact as required.
- Administer the Building and Planning programs; assist customers in the completion of paperwork, receive payments and manage related records and statistics; secure necessary paperwork for completion of documentation.

- Assist outside organizations, such as Contractors, Developers and associated service providers, with inquiries and provide information and assistance.
- Administrative and clerical support tasks such as filing, photocopying; scanning, faxing; scheduling of meeting/rooms; typing labels, letters, envelopes; drafting, transcribing, formatting and distributing correspondence, minutes, reports; record, track and tabulate statistics; drafting public notices.
- Update and maintain various databases for the departments, such as, but not limited to: Geographical Information System, Building permits, Compliance letter requests and special events.
- Gather information from the databases and distribute to various departments on request for reports and statistical review.
- Adhere to high standards of ethical behaviour
- Other duties as assigned.

Detailed job description can be found at: <https://www.cramahe.ca/en/municipal-government/careers.aspx>

The position is governed by the Township's Collective Agreement with CUPE Local 5070 and will be scheduled for 35 hours per week. Salary rate is Grade 6 (\$26.60-\$31.85 hourly), complemented by a generous benefits package and enrollment in the OMERS pension plan.

Qualified candidates are invited to submit a **covering letter and resume** clearly marked "**Customer Service Coordinator**", prior to 5:00p.m., Thursday, April 17th, 2025, to:

Sara Castellano
Human Resources & Payroll Coordinator
1 Toronto St.
Colborne, ON
K0K1S0
hr@cramahe.ca

We thank all applicants for their interest, however, only those selected for an interview will be contacted. Personal information and any supporting material are obtained and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection.

The Township of Cramahe is committed to providing accommodations for persons with disabilities. Please let us know if you require accommodation.