



**Township of Cramahe**  
Customer Services Coordinator  
Maternity Contract  
Job Description

**Position:** Customer Services Coordinator – Maternity Leave Contract (12 months)

**Department:** Planning and Building

**Purpose of the Position:**

The Customer Service Coordinator is responsible for receiving and addressing public inquiry by phone and in person regarding services provided by the department of Planning and Building; and providing related administrative and clerical support to the public and respective department.

**Responsible to:** Chief Building Official (CBO)

**Supervises:** None

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**1.0 RESPONSIBILITIES**

- 1.1 Shall greet the public visiting the Planning and Building Department, address inquiries regarding services provided by Planning and Building Department and direct the public to the appropriate contact as required;
- 1.2 Shall assist the CBO and Planning Coordinator by providing services to customers and municipal staff;
- 1.3 Shall receive incoming phone calls, fax or email from the public; record public complaints and or requests for service; relay communications on behalf of staff; manage a system which includes communication of the complaint/request for service, to the appropriate contact; and provide statistical reporting of service requests/issues noting action taken;
- 1.4 Shall administer the Planning and Building programs; assist customers in the completion of the paperwork, receive payment of fees and manage related records and statistics; secure necessary paperwork for completion of documentation e.g. insurance certificates; coordinate information and work between various departments; secure and manage monies related to payment for Municipal Services



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- 1.5 Shall assist outside organizations, such as Contractors, Developers and associated service providers, with inquiries and provide information and assistance;
  - 1.6 Shall perform a variety of 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;
  - 1.7 Shall 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.
  - 1.8 Shall research information, compile or print written summary of findings with recommendation where applicable for departments;
  - 1.9 Shall adhere to high standards of ethical behaviour and demonstrate his/her understanding that his/her personal actions impact the public's perception of the Municipality; and
  - 1.10 Shall perform other duties as assigned.
- 2.0 KNOWLEDGE, SKILLS AND ABILITIES:**
- Knowledge**
- 2.1 Post-secondary Diploma preferred or equivalent; plus related business or computer courses;
  - 2.2 One (1) to two (2) years reception and/or administrative support experience.



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**Skills and Abilities**

- 2.3 Intermediate computer skills with experience in Microsoft Office – Word, Excel, Outlook; GIS database experience; website posting/maintenance experience.
- 2.4 Verbal communication skills including courtesy, tact and explanation;
- 2.5 Written communication skills including grammar/spelling skills; proofreading skills;
- 2.6 Interpersonal and customer service skills;
- 2.7 Organizational and time management skills;
- 2.8 Flexible, adaptable and detail orientation.

**3.0 OTHER**

- 3.1 Valid Class “G” driver’s licence; Satisfactory Police Records Check.

**4.0 WORKING CONDITIONS**

- 4.1 Office environment with significant interruptions