



## JOB DESCRIPTION

**Job Title:** Customer Service Coordinator, Corporate Services  
**Department:** Corporate Services  
**Division:** Corporate Services  
**Reports to:** Manager of Corporate Services/Deputy Clerk  
**Supervises:** None

### POSITION OVERVIEW

Reporting to the Manager of Corporate Services/Deputy Clerk (Manager), the Customer Service Coordinator, Corporate Services is responsible for administrative support for the Corporate Services department including front line customer service.

### KEY DUTIES & RESPONSIBILITIES

#### Departmental Customer Service

- Processes incoming mail including management of the Township's general admin, planning, fire and roads email accounts and responds to general counter and phone inquiries.
- Respond to general inquiries at the Township's counter and over the phone.
- Carries out responsibilities of Division Registrar for the purpose of registering deaths.
- Prepare mailing lists for the various planning applications using GIS software.
- Preparing notices for distribution and sending notices in accordance with legislative requirements.
- Assist the Manager to fulfill committee and Council direction within required timeframes.
- Assist the Manager to provide internal operational information technology support to the corporation. Assist the Manager in the development and maintenance of information technology resources.
- Prepare responses to inquiries about the status of zoning, building, heritage, subdivision and site plan compliance letter and permitted use requests for approval by the Director of Corporate Services/Municipal Clerk or designate.
- Prepare Compliance letter requests for the Fire Prevention Officer.
- Filing of Planning Correspondence for Planning Act Application within the planning email account.
- Transcribe Public Information Meeting Minutes.
- Assist in the maintenance of planning databases including residential and employment land inventories, Township active planning application website page, and CloudPermit.
- Administers records management in accordance with TOMRMS and the Township's record management program for the Corporate Services Department.
- Post Council and Committee videos and minutes on the Township's website.

### **Communications and Economic Development Support**

- Coordination of the submission of nominees for various award programs e.g. Senior of the Year and Volunteer of the Year.
- Coordinate special events on behalf of the Township e.g. Economic Development events, etc.
- Assist in the preparation, edit and scheduling/publish news releases, web content, social media messages and a variety of other communications materials for the various departments for approval by the Manager.
- Assist in the preparation of advertisements in collaboration with departments to post in local newspaper or Township website or other approved publications in accordance with Township Policies.
- Assist in the preparation and distribute Community Guide and Business directory, Welcome Package, Planning Guides and other information packages.
- Liaise with Township departments (Finance, Building, PW, Fire, Clerks) to prepare the annual calendar of Township key dates and events to be advertised in accordance with the Township Communication, Advertising, and Media Relations Policy.
- Assist in the preparation of the Tax insert corporate newsletter in consultation with the Township departments
- Assist in the preparation of internal and external advertising in accordance with the Township Advertising, Communication, and Media Relations Policy and procedures.
- Maintain Township templates (report template, memo template, PowerPoint presentation template, advertising template, public notice template, policy template, by-law template, letter template, standard operating procedure templates, agenda templates, etc.)
- Create business cards for Township staff.

### **Corporate Administrative Support**

- Prepare the annual on-call schedule for Public Works.
- Assist with the preparation of the data sheet for the annual CVOR renewal, process the application and payment.
- Process all online payments on behalf of the Clerks department, Fire department, and Public Works department when required.
- Provide administrative support to the various departments (Corporate Services, Fire and Public Works) including preparation of correspondence and collection and entering of data into the applicable Township software programs.
- Provides administrative support for various Township permits including entrance permits and noise by-law exemption permits.
- Prepare and send registered mail on behalf of the various departments including the tracking of all registered mail.
- Liaise with various departments to develop and manage permit applications, forms and guidelines on the corporate website.
- Coordinate Committee meetings and training sessions when required.

### **General Responsibilities**

- Participates in the Township's Training and Development Program and Annual Goal Setting Program as required.
- Perform additional duties and special projects as required.
- Be responsible for working in compliance with the Occupational Health and Safety Act and Regulations, the Township of Puslinch Occupational Health, Safety and Workplace Violence Policy and Procedures, as well as established industry guidelines.

### **SKILLS & QUALIFICATIONS**

- Post-secondary education focused on public administration, office legal, business administration or other related discipline or equivalent combination of education and work experience.
- Minimum one (1) years of progressive, related and demonstrated experience Excellent verbal and written communication skills.
- Excellent interpersonal skills and customer service skills including the ability to work effectively in a team environment.
- Involvement working in a fast-paced environment, managing multiple projects, programs, and priorities requiring a high degree of mental concentration, time management, organizational, and prioritization skills.
- Ability to handle matters of a confidential or politically sensitive nature, and to maintain confidentiality.
- Strong computer skills including Microsoft Word, Excel, PowerPoint, Outlook and internet (or other similar software programs).

A valid driver's license (minimum G2 Class) in good standing and access to a reliable vehicle.

### **WORKING CONDITIONS**

- General office environment.
- Local travel.
- Occasional exposure to conflict situations.
- Must be able to work after hours or when deemed necessary to meet deadlines and deal with crises