



**Township of Adelaide Metcalfe  
Job Description**

**TITLE:** Customer Service Representative / Communications  
Coordinator  
**DEPARTMENT:** Administration  
**REPORTS TO:** Legislative Services Manager/Clerk  
**EFFECTIVE DATE:** \_\_\_\_\_ **POSITIONS SUPERVISED:** None

---

**POSITION SUMMARY:**

The Customer Service Representative/Communications Coordinator is the first point of contact for the public, handling inquiries and directing requests within the office. This role is integral to the day-to-day operations of the Township, providing essential administrative support to ensure the smooth execution of routine tasks and activities. Additionally, the position collaborates with the Clerk and Manager of Legislative Services to implement effective communication strategies that foster community engagement across multiple platforms, supporting both internal and external initiatives. The ability to manage multiple priorities and occasionally work under deadline pressures is a key aspect of this role.

**PRINCIPLE RESPONSIBILITIES:**

**Customer Service**

- Acts as first point of contact in the office for the public, answering inquiries over the telephone or in-person, provides information and refers callers/visitors to appropriate staff member when required.
- Processes and distributes all incoming and outgoing mail, deliveries, and emails, including taxes and planning notices.
- Processes and files administrative changes on accounts and tax certificates including email and mailing address updates.

**Administrative Support**

- Provides general administrative support to Township's Administration, including but not limited to: Chief Administrative Officer, Clerk, Public Works Manager, Fire Chief/Health & Safety Coordinator, Chief Building Official, Treasurer and Drainage Superintendent.
- Responsible for the proper operation of the phone system, postage meter and photocopier and contacting the appropriate service provider for troubleshooting, service, maintenance, etc.



- Assists with the creation of tickets for locate requests and close out locate requests for Ontario 1 Call, as directed.
- Assists with the administration of and issuance of lottery licenses.
- Assisting in the preparation of the agenda, minutes, preparing Council packages and arrange for distribution.

### **Records Management**

- Scans and captures municipal documents into an Electronic Document Management System and ensures scan quality and accuracy.
- Inputs document metadata into Laserfiche.
- Stores and classifies documents into Laserfiche according to The Ontario Municipal Records Management System (TOMRMS).
- Works with Clerk to identify document retention periods and assist with the destruction and archival of municipal records.
- Assists municipal staff with various document searches and document requests.

### **Corporate Communications**

- Assist the Clerk and Legislative Services Manager with:
  - creating, editing, and publishing content across social media, the Township website, and internal communication channels;
  - monitoring and managing social media accounts, including comments or posts the Township is mentioned in; and,
  - drafting newsletters, press releases, and other communication materials.
- Assists with the Township's website, adding new information, updating existing information, posting notices, events, etc.

### **Other Responsibilities**

- Assists with updating the Township's Emergency Plan, as directed.
- Responsible for the maintenance and distribution of up-to-date third party pamphlets, flyers, in municipal office lobby.
- Responsible for the creation of the bulletin board in municipal office lobby. Ensures information on board is up-to-date and accurate.
- Purchase office supplies and materials, including paper, printer cartridges/toner, etc.
- Arranges for catering when required.
- Assists with Kerwood park rentals.
- Carries out other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Excellent customer service skills.
- Excellent keyboarding and manual dexterity.



- Strong organizational and time management skills in order to meet tight deadlines.
- Strong communication and public relations skills with people inside and outside the Township.
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook and various Social Media platforms.
- Demonstrated ability to use judgment and initiative to develop effective and constructive solutions to challenges and obstacles.
- Ability to work independently and in a team environment.

**MINIMUM QUALIFICATIONS:**

- 2-year college diploma in business administration or related field.
- 1 to 2 years of progressive experience as Customer Service Representative or Communications Coordinator in the municipal sector.

**WORKING CONDITIONS:**

- Normal work is 35-hours per week, Monday to Friday. Evening and/or weekend work may be required at times.