



The Municipality of Trent Hills  
Invites Applications for the Position of  
**Customer Service Specialist**

Trent Hills is a vibrant, diverse, and growing community with a population of 13,000, located on the Trent Severn Waterway amongst the rolling hills of Northumberland County. Created in 2001 with the amalgamation of the municipalities of Campbellford/Seymour, Percy Township and the Village of Hastings, Trent Hills offers an inclusive, healthy, rural lifestyle for its residents, businesses, and visitors. Its unique urban centres and rural communities are united by a shared heritage, rich cultural fabric, picturesque landscape, and pride in the community.

Reporting to the Director of Corporate Services/Clerk, the Customer Service Specialist is required to provide effective and efficient administrative and customer service and is required to perform various office duties as assigned.

Preference will be given to candidates who possess post-secondary education in Public or Business Administration, or a related field, and have a minimum of 1 – 2 years' experience in municipal administration, or a related discipline.

The candidate must be able to demonstrate proficiency with computer software, have experience coordinating meetings and electronic appointment schedules and have knowledge of related municipal legislation and Acts. The candidate must have strong interpersonal skills to deal politely and effectively with elected officials, staff members, external agencies and the general public.

The starting pay rate for this vacant unionized position is \$25.99 per hour together with a competitive and attractive benefit package and enrollment in the OMERS pension plan. As a unionized position, the candidate is eligible for pay rate increases after successfully passing the probation period. The regular workweek for this position is 35 hours per week.

Resumes will be received until **2:00 p.m. on Wednesday, July 23, 2025**. Please send resumes marked "Customer Service Specialist – Confidential" to the following address:

Kari Petherick, Coordinator of Human Resources  
Municipality of Trent Hills  
P.O. Box 1030  
66 Front Street South  
Campbellford, ON K0L 1L0  
Telephone: (705) 653-1900 ext. 225  
[kari.petherick@trenthills.ca](mailto:kari.petherick@trenthills.ca)

The Municipality of Trent Hills is an equal opportunity employer that is committed to inclusive barrier-free recruitment and selection processes. We are pleased to accommodate individual needs in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Please let us know if you require accommodation at any time during the recruitment process. We thank all applicants who apply but advise that only those selected for an interview will be contacted.



**Position:** Customer Service Specialist  
**Department:** Administration  
**Reports to:** Director of Corporate Services/Clerk  
**Union Affiliate**

### **Position Summary:**

Reporting to the Director of Corporate Services/Clerk, the Customer Service Specialist is required to provide effective and efficient administrative and customer service and is required to perform various office duties as assigned.

### **Duties and Key Responsibilities:**

#### **Program/Services**

- Acts as the first point of contact for the public. Coordinates with departments to provide exemplary customer service in person, online, and on the phone;
- Responds to inquiries and provides customer service to the public via telephone, email, and in-person;
- Maintains the lobby and reception area and ensures all visitors are greeted promptly and professionally;
- Sorts and distributes incoming mail, faxes, general email inquiries and outgoing mail for all departments and delivers mail to the Post Office including arranging for courier packages/forms to be picked up/delivered;
- Reports completed locate requests using the On1Call reporting system, in a manner consistent with legislation, and distributes locate documentation to the requestor, per department procedure;
- Assists the public in the sale of municipal dog licenses through DocuPet, and burn permits;
- Accepts and reviews applications and associated documents related other municipal licences including, but not limited to, kennel and taxi licences;
- Prepares 'Welcome Packages' and reviews with new property owners;
- Inventories and orders office supplies for all municipal departments;
- Files department documentation in accordance with the municipal classification and records retention schedules;
- Prepares Burial Permits and Acknowledgements of Registration of Death in accordance with legislative requirements of the Vital Statistics Act, and signs forms when directed;

- Performs duties on behalf of the Deputy Registrar consistent with the Vital Statistics Act and provides documentation for signature of Division/Deputy Registrar;
- Performs duties on behalf of the Issuer of Marriage Licenses including, but not limited to, the acceptance and review of marriage applications and supporting documentation and the preparation of marriage licences for signature of the Issuer of Marriage Licenses;
- Performs duties on behalf of the Lottery Licensing Officer in accordance with AGCO guidelines including, but not limited to, the acceptance and review of lottery licence applications and supporting documentation, determining eligibility, following up with applicants, the preparation of lottery licences for signature of the Lottery Licensing Officer, and ensuring all necessary financial reports are submitted in a timely manner;
- Completes legislative/statutory forms relating to the Vital Statistics Act, Marriage Act, and Lottery and Gaming Corporation Act;
- Administers applications under the Ontario Wildlife Damage Compensation Program including, but not limited to, coordination with Municipal Investigator for notification, coordination with Owner as required, reviewing and submitting completed applications, coordinating additional evidence as required, update and maintenance of applicable database and preparing quarterly payment summaries for Municipal Investigators for authorization by the Director of Corporate Services/Clerk;
- Provides administrative support to the Director of Corporate Services/Clerk with respect to Council and Committee Agenda and Minutes preparation and distribution;
- Provides general administrative support services to various municipal departments as directed;
- Prepares anniversary, birthday and special event certificates, awards as directed;
- Responds to inquiries for elected official's attendance at community functions and formal invitations/proclamations as directed;
- Books Municipal facilities/meetings rooms as directed by the Director of Corporate Services/Clerk;
- Arranges for the CAO, Mayor and Council to attend workshops, conferences and/or special functions as directed;
- Assists in ensuring licence databases are updated;
- Cross-trained to provide back-up support to the Customer Service Specialist (Records and Public Works);
- Responds to Crossing Guard inquiries as directed by the Director of Corporate Services/Clerk; and,
- Performs other duties as assigned.

## **Material Resources**

- Proper usage of calculator, computer, fax machine, photocopier and mailer.

## **Position Qualifications:**

- Community college diploma in public or business administration or a related field. Equivalent combination of education and experience may also be considered;
- Minimum 1 - 2 years' experience in municipal administration and/or a related discipline;
- Demonstrated proficiency with computer software including Microsoft Office (Word, Excel, Access, PowerPoint, Publisher and Outlook), relevant municipal software including but not limited to Worktech and CGIS;
- Experience coordinating meetings and electronic appointment scheduling required; and,
- Knowledge of related municipal legislation and Acts.

## **Key Performance Competencies:**

- Strong written and verbal communications skills and proven ability to effectively interact with all levels of management and staff, elected officials and members of the public;
- Demonstrated organizational and time management skills as well as the ability to effectively multi-task;
- General knowledge of Municipal operations, Municipality at large and thorough knowledge of Administration Department's operations;
- Must be able to work independently and have proven ability to work effectively in a team environment;
- Must be able to consistently meet strict deadlines with strong attention to detail and consistently high level of accuracy;
- Strong customer service orientation;
- Ability to work with sensitive/confidential issues and good working knowledge of *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*;
- Requires manual dexterity to operate computer and other office equipment; and,
- Valid and satisfactory Criminal Record Check.

## **Working Conditions:**

- Work is performed in an office environment;
- Work with frequent interruptions both in person and by telephone; and,
- Medium noise level (printer, conversations, copiers, etc.).

## **Acknowledgement**

Employee Signature:

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Date:

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