



Employment Opportunity

The Township of North Dundas is seeking a professional and customer-focused individual for the full-time temporary contract position of **Customer Service Specialist** within the Development Services and Fire Services Department (contract end date to be determined).

Reporting to the Director of Development Services and the Fire Chief, the Customer Service Specialist provides administrative and front-line support to both departments. Duties include responding to inquiries; processing applications, permits, licenses and complaints; preparing correspondence and reports; coordinating meetings and maintaining records; and processing financial transactions. The role also supports Fire Services administration, including training records, and assists with departmental initiatives and special projects as required.

The ideal candidate has a minimum of Grade 12 education (post-secondary education in administration or a related field preferred) and at least two years of administrative experience involving direct public interaction, preferably in a municipal environment. Strong communication, organizational and problem-solving skills are essential, along with the ability to manage competing priorities and maintain professionalism in a fast-paced environment.

Proficiency in Microsoft Office is required. Experience with municipal software (e.g., Vadim, SharePoint, Access E11) and knowledge of relevant legislation, including the Municipal Act and Planning Act, are considered assets. A valid Class G driver's license and a satisfactory criminal background check are required.

This position is a full-time temporary role, Monday to Friday, 35 hours/week.

If this sounds like you, we encourage you to apply!

Applications will be accepted until April 30th, 2026 @ 4pm.

Please submit your resume and cover letter to:

careers@northdundas.com

The Township of North Dundas is an equal opportunity employer and is committed to providing accommodations in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Accommodations are available upon request for candidates participating in all stages of the recruitment and selection process.

TOWNSHIP OF NORTH DUNDAS
JOB DESCRIPTION

JOB TITLE: Customer Service Specialist – Development Services/Fire	LAST REVISION DATE: April 13 th , 2026
REPORTS TO: Director of Development Services/Fire Chief	APPROVED BY: Township Council
SALARY RANGE: Grade 3 (\$53,556-\$63,758)	EFFECTIVE DATE: July 1, 2023

Position Summary:

Reporting to both the Director of Development Services and the Fire Chief in relation to departmental responsibilities, the Customer Service Specialist is responsible for a wide variety of administrative duties in support of the Fire and Development Services Department. This position is required to maintain confidentiality and professionally interact with employees, Council, management and the public.

Position Qualifications:

- A minimum of Grade 12 education, a post-secondary diploma in Administration, or a related discipline is preferred.
- Minimum of two (2) years' experience in an administrative role involving direct interaction with the general public, preferably within a municipal environment.
- Exceptional interpersonal and communication skills with the ability to defuse tense situations.
- Excellent written communications with the ability to proofread documents.
- Ability to organize Departmental activities, meet deadlines and work under pressure.
- Organizational skills to prioritize and complete tasks within appropriate time frames.
- Willingness to learn, to accept responsibility and demonstrate initiative.
- Good problem-solving skills and the ability to research potential solutions and make a recommendation.
- Commitment to confidentiality and professional ethics.
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Knowledge of Vadim, SharePoint, Access E11 and Program Registration software would be considered assets.
- Ability to work with minimal supervision.
- Bilingualism would be considered an asset.
- Valid Class G Driver's Licence.
- Satisfactory criminal background check.
- Strong knowledge and understanding of Provincial Statutes including the Municipal Act and Planning Act would be considered an asset.
- Adaptable to a changing work environment and multi-tasking between unrelated disciplines.

Position Description:

- Provide administrative support for Development Services, Fire Services, and other departments as required, including support to committees, scheduling meetings and hearings, and preparing necessary materials.
- Deliver professional front-line customer service by responding to telephone, email, and in-person inquiries, directing requests appropriately, and maintaining a positive image of the municipality.
- Process complaints, applications, permits, licenses, and other service requests through the municipal tracking and records systems.
- Process financial transactions, including cash receipting, invoicing, balancing, and preparation of bank deposits, while maintaining accurate records.
- Prepare and support the development of correspondence, reports, policies, bylaws, procurement documents, and other confidential materials.
- Maintain departmental files, records systems, and confidential information in accordance with corporate policies and legislative requirements.
- Provide administrative coordination for Fire Services, including support for training records and other operational documentation.
- Support compliance, regulatory, and committee processes by coordinating communications, documentation, notices, and scheduling as required.
- Assist with departmental initiatives, including Economic Development activities, grant applications, special projects, and program administration as required.
- Maintain departmental records and provide administrative coordination for municipal programs and services, including Fire Department training and related documentation.
- Assist with the opening and securing of the business office in coordination with other administrative staff.
- Act as a Commissioner of Oaths.
- Perform other related duties as assigned in accordance with operational requirements.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.