

The Municipality of West Perth Employment Opportunity

Customer Service Representative – Permanent, Full-Time

Located in Southwestern Ontario, West Perth is a thriving, caring community that offers diverse opportunities to live, work, and play. With a population of 9,000, the community features a strong agriculture sector with significant contributions from other sectors including manufacturing, retail, and services. The fully serviced community of Mitchell is the main population center of West Perth and there are opportunities for rural living in nearby hamlets and villages.

The Municipality of West Perth is seeking qualified applicants for the position of Customer Service Representative to fill an upcoming vacancy beginning October 2026. The Customer Service Representative serves as the first point of contact for the public and is responsible for providing professional, courteous, and efficient customer service on behalf of the Municipality. This position is responsible for responding to inquiries, processing payments and applications, and delivering administrative support to facilitate the effective delivery of municipal services.

Responsibilities

- Provide courteous, professional, and responsive customer service to the public in person, by telephone, and by email.
- Respond to inquiries regarding municipal services, programs, permits, licences, and procedures, referring complex matters to the appropriate department.
- Receive and accurately process cash and credit/debit payments in accordance with municipal procedures.
- Provide administrative support to the Manager of Legislative Services/Clerk, Chief Administrative Officer (CAO), and other departments as assigned.
- Coordinate incoming and outgoing mail, courier shipments, faxes, and general municipal email correspondence.
- Process and maintain applications, registrations, licenses, passes, permits and related documentation efficiently and accurately.
- Maintain the Municipality's inquiry and concern tracking process, ensuring accurate documentation, timely follow-up, and communication with applicable departments.
- Administer the telephone system for the municipal office, including liaising and coordinating with third party providers.
- Act as a Deputy Division Registrar for the Municipality pursuant to the Vital Statistics Act, including processing burial permits as well as maintaining documentation.

- Maintain an inventory of office supplies and place orders as necessary.
- Prepare Welcome Packages and provide information to new property owners regarding municipal services.
- Prepare certificates, recognition awards, and correspondence for anniversaries, birthdays, and special events as directed.
- Assist with the coordination of municipal, civic, and corporate events.
- Maintain and organize corporate records in accordance with municipal policies and legislative requirements.
- Provide backup coverage for designated positions as required.
- Collaborate with staff across all municipal departments to support effective service delivery and ensure residents receive accurate and timely information.
- Perform other duties as assigned by the Director of Legislative Services/Clerk.

Qualifications

- Ontario Secondary School Diploma or equivalent education.
- Post-secondary diploma in Office Administration or a related field is an asset.
- Minimum two years' related experience working in a Municipal office or a related field.
- Exceptional organizational and time management skills; coupled with the ability to manage multiple priorities to successfully achieve deadlines.
- Strong computer skills and knowledge of Microsoft Office, TOMRMS, cloud-based systems and practical experience in accessible documents.
- Strong communication and interpersonal skills.

This position is full-time, consisting of 35 hours per week. Hourly Pay Range: \$20.69 to \$25.86. This position includes health and dental benefits and OMERS pension. For more information about West Perth, visit www.westperth.com

Join the Team!

Interested individuals with these qualifications are encouraged to email a cover letter and resume to Human Resources at hr@westperth.com

Deadline to Apply: 4:30pm Monday, August 31, 2026

We thank all applicants who apply, however, only those considered for an interview will be contacted. It is the policy of the Municipality that all persons considered for employment are required to provide the Municipality with a criminal record check by the police force responsible for the jurisdiction of their residence. The Municipality of West Perth is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, West Perth will provide accommodations to all applicants with disabilities throughout the recruitment, selection and/or assessment process. Personal information contained in applications will be used for recruitment purposes and collected as per the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56.