



The Corporation of the Town of Petrolia  
is seeking a

## **Customer Service/Administrative Assistant**

The Town of Petrolia is nestled in the heart of Southwestern Ontario's Lambton County and framed by Lake Huron and the St. Clair River. The Town's commitment to the preservation of its history supports a quality of life that energizes its residents and inspires its visitors. Petrolia boasts excellent schools, a hospital and an outstanding community and wellness centre.

**Position:** Customer Service/Administrative Assistant

**Department/Location:** Municipal Office, 411 Greenfield Street

**Type:** Permanent Full Time, 37.5 hours per week, Monday through Friday

**Union/Non-Union:** Non-Union

**Wage:** \$40, 508.52 - \$49, 284.50 per annum, plus benefits and pension plan

### **General Outline:**

This position is an ever-evolving support role with a key focus on Customer Service and providing a first point of contact;

As the first person citizens & visitors encounter, the successful candidate will be the face of the Town of Petrolia and will deliver exceptional centralized customer service by providing assistance to Town Hall customers in a friendly and professional manner. Your customer-first, service-oriented approach will be the key to building positive experiences for ratepayers and visitors.

As an Administrative Assistant, your key role will be to provide support to the offices of CAO, Clerk, Community Services, Cultural Services and Marketing. Duties will include receiving and directing telephone inquiries, researching background, filing, typing and compiling of letters, memos, reports and spreadsheets, and arranging various activities

- Demonstrate progressively responsible administrative experience with an emphasis on determining priorities and organizing activities of a diverse work assignment;
- Candidates will be comfortable working with legal documents and in a confidential setting, and have attention to detail and accuracy;
- Aptitude in corporate core competencies including customer service, communication, team work, initiative, self-management, accountability, and flexibility/adaptability;
- Ability to manage daily workload, set priorities and meet required deadlines with conflicting demands and changing priorities;
- Assist with variety of financial and non-financial transactions including operating a cash drawer;
- Assist with processing statutory services e.g. signing burial permits;
- Assist with supporting Town events;

We appreciate the interest of all those who respond; however, only those selected for an interview will be contacted. Information obtained through this posting is collected for candidate selection only and is protected by the Municipal Freedom of Information Act. The Town of Petrolia is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Clerks Department to ensure your accessibility needs are accommodated throughout this process.

- Maintain & prepare meeting spaces;
- Assist with responding to corporate e-mail inquiries;
- Create a positive experience for customers by responding to their service needs quickly, professionally, and accurately;
- Perform other related duties as assigned;

### **Skills and Requirements:**

- Diploma in Office Administration or related discipline;
- 3+ years office administration experience;
- 3+ years of customer service experience;
- Positive & proactive attitude;
- Excellent verbal & written communication skills;
- Superior customer service orientation with a focus on ensuring effective service;
- Strong computer skills;
- Advanced interpersonal skills, with ability to interact effectively with all municipal staff, elected officials, residents, businesses and other government agencies;
- High degree of accuracy, attention to detail and record keeping skills;
- Current Standard First Aid and CPR;
- Valid "G" Driver Licence, with access to reliable transportation;
- Familiarity and experience with a Municipal/Public Service environment, Keystone Software, iCompass, MFIPPA and TOMRMS an asset;
- Police reference check is required;

Deadline for applications is no later than **12 noon Thursday, August 31, 2017**

Resumes clearly marked Customer Service/Administrative Assistant to be directed to the attention of:

Mandi Pearson, Deputy Clerk/Operations Clerk

Town of Petrolia

411 Greenfield Street

Petrolia, ON N0N 1R0 [mpearson@petrolia.ca](mailto:mpearson@petrolia.ca)

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