



The Corporation of the Town of Petrolia  
is seeking a

**CUSTOMER SERVICE | ADMINISTRATIVE/ELECTIONS ASSISTANT**  
**(Temporary, Full Time)**

Reporting to the Director of Legislative Services | Deputy Operations | Clerk, the Customer Service Clerk | Administrative/Elections Assistant serves as the primary point of contact for residents and ratepayers of the Town of Petrolia. This role supports daily office operations by responding to inquiries in person, by phone, and electronically with professionalism and accuracy.

This role will be a key member of the Town of Petrolia 2026 Municipal Election team, assisting residents with registering to vote, and assisting both candidates and electors with voting education and information.

Location	Administration
Employee Group	Non-Union
Term	February 16, 2026 – December 31, 2026
Status	Full Time – 37.5 hrs/wk
Salary	\$47,658.00 - \$59,572.50 * <i>*2025 rate, 2026 rate dependent on ongoing union negotiations.</i>

**Key Responsibilities:**

- Responsible for answering general municipal inquiries in person, over the phone and via email, being proactive about assistance and providing resolution, where possible.
- Responsible for good public relations amongst staff and the public.
- Deal effectively with the public and independently assist in resolving concerns.
- Process payments via cash, cheque and credit cards with accuracy.
- Provide word processing skills, document typing and organization.
- Provide support for photocopying, mailing, and creation of documents.
- Support the Records Coordinator with filing and maintaining the physical and electronic municipal records.
- Register unpaid parking tickets issued by By-law Enforcement Officer with ARIS.
- Maintain confidentiality while handing sensitive and confidential information.
- Assist in providing election information to candidates and the public by telephone, in person, and electronically.
- Serve as the key point person for voter inquiries.
- Assure candidates and voters of election security and hacking control.
- Visit area nursing and retirement homes to assist residents on set days with voting.
- Assist in updating and maintaining electronic records and systems related to the 2026 Municipal Election.
- Perform related duties as assigned.

**Skills and Requirements:**

- Excellent communication and customer service skills.
- Capacity to work both independently and in a team environment.
- Ability to adapt to the daily challenges associated with a busy work environment.
- Ability to work with daily interruptions throughout the workday.
- Diploma in Office Administration or related discipline.
- Proficient in Microsoft Office.
- Positive & proactive attitude.
- Experience in a Municipal environment an asset.
- Experience working on municipal elections with a Clerks Office an asset.
- Knowledge of Keystone Software, iCompass, and TOMRMS an asset.

Full Job Description can be requested from Jess Smith at 411 Greenfield Street  
Resumes to be submitted in confidence no later than **12:00 pm on Friday January 16, 2026.**  
Resumes clearly marked “Customer Service | Administrative/Elections Assistant” to be directed to:  
Town of Petrolia - 411 Greenfield Street  
Petrolia, Ontario N0N 1R0  
or electronically to: [jsmith@petrolia.ca](mailto:jsmith@petrolia.ca)

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.