



## Customer Service Coordinator, Building Services

**Position Type:** Permanent, Full-time (35 hours per week, Monday to Friday, 8:30 am to 4:30 pm)

**Location:** Port Elgin, Ontario

**Salary:** \$58,813 to \$66,833 per year (depending on qualifications and experience)

### Who We Are:

The Town of Saugeen Shores (“the Town”) is a community poised for growth. We pay careful attention to all we value: our beautiful natural environment, located on the shores of Lake Huron, our waterfront and beaches, our community spirit and sense of pride, our inspired residents and valued visitors. We are guided by our vision - **Future Ready: a committed and focused team, working together to grow and continuously improve to better serve the community.** We work collectively, collaboratively and positively to benefit all who choose to visit the Town of Saugeen Shores or call it home.

At the Town of Saugeen Shores, we value work-life balance and offer competitive compensation, comprehensive health and wellness benefits, flexibility in work and opportunities for career growth. Our goal is to attract, develop and retain a highly engaged and talented workforce, while promoting a culture based on Trust, Respect, and Teamwork.

### What we can offer you:

- Comprehensive extended health and dental benefits, including Employee and Family Assistance Plan
- Enrollment in the OMERS pension plan
- Generous vacation entitlement
- Flexible work options
- A passion for investing in our workforce through continuous learning and development

### About the Role:

We are seeking a strong communicator and collaborator to join our team. As the **Customer Service Coordinator, Building Services**, reporting to the Chief Building Official, you will provide front line customer service and building permit support to the Building Services division. In this role you will maintain a variety of division supports including, but not limited to, communications with members of the public, business owners and municipal staff; completing bill payment transactions; supporting various programs, permits and licenses; and responding to a broad range of inquiries. You will have the opportunity to communicate with members of the public, business owners and municipal staff. You will play an integral role in enhancing the Town’s frontline customer service function and you will be a member of our dedicated Customer Service Team.

### Key Responsibilities:

- Provide courteous and professional front-line customer service and participate on a rotational basis as a member of the Town’s Customer Service Team, providing front counter and telephone support to the public, following standard operating procedures and efficiently referring inquiries to the appropriate departmental contacts for more specialized support.
- Assist with the delivery of departmental communications ranging from website to reporting updates.



- Maintain and update content on the Town's website and ensure a consistent brand image through Town communications.
- Guide public, builders, and developers through the permit application process. This includes answering questions on the permit program Cloud Permit, reviewing and monitoring applications through the process.
- Inform applicant of the appropriate building fees and collect the fees.
- Schedule inspections for the building inspectors.
- File and issue building permits.
- Prepare monthly reports on building numbers for MPAC, Tarion, Council, and other Government agencies
- Respond to inquiries regarding reconstruction projects, servicing of lots, drainage issues/concerns and general engineering questions.
- Process municipal consent permit invoicing (monthly) and answer incoming calls/emails regarding municipal consent (including following up with engineering technologist and customer/resident).
- Process road occupancy consent permits including gathering payment, liability certificate and correct documentation—send out road closure to emergency services if road requires to be closed.
- Prepare and distribute construction and study notices.
- Assist in the maintenance of a positive team environment by working co-operatively with other employees, using the appropriate processes for handling problems, helping to motivate and encourage peers, contributing ideas, and assisting others where necessary.

#### **Skills you bring to the role:**

- **Adaptability:** You can adapt efficiently and effectively in response to new processes and changing circumstances.
- **Attention to Detail:** You have strong attention to detail by exhibiting thoroughness and accuracy in accomplishing a task. You are highly organized and can process detailed information effectively and consistently.
- **Communication:** You are able to effectively and confidently communicate with others and provide detailed reports that are professional, well researched and suited to the needs of the audience.
- **Collaborative:** You exhibit strong interpersonal skills and are effective at building relationships, networking, and facilitating and collaborating with others.
- **Confidentiality:** You respect and maintain confidentiality and exhibit professionalism in all interactions.
- **Customer Service:** You provide superior service to both internal and external customers. You create a positive experience when interacting with customers through communication, patience, empathy, and technical knowledge.
- **Judgement:** You use sound reasoning when faced with various issues and you have the ability to make quick, effective decisions.
- **Resourcefulness:** You demonstrate a personal orientation toward action and accepting responsibility for the results. You respond to difficult situations or workplace requirements by using the available tools and information to support decisions and solutions.



### **Education/Specialized Training/Skills:**

- Post-secondary diploma/degree in business administration, public administration, or communications
- A minimum of one (1) to two (2) years of related work experience
- Requires good knowledge of applicable legislation, standard practices, and guidelines, including the Municipal Freedom of Information and Protection of Privacy Act, Accessibility for Ontarians with Disabilities Act requirements and guidelines for creating compliant communications, etc.
- Requires an understanding of the business of municipal government, including the municipal relationship with upper tier municipalities, the province, and the federal government.
- Thorough working knowledge of Microsoft Office and computer programs used in communications, research and the monitoring of current events and issues.
- Experience with building permits is considered an asset.

### **Application Process:**

If you're interested in joining our team, click the "Apply now" link below to submit your application. We thank all candidates for their interest; however only those selected for an interview will be contacted.

[Apply Now!](#)

**Application deadline:** Monday, September 26, 2022 at 4:30 pm

The Town of Saugeen Shores 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). The Town of Saugeen Shores will make every effort to accommodate applicants with disabilities in its recruitment and selection process. Please advise of any accommodation measures you may require during our selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.

All information collected is in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990* and will be used for the purpose of this employment opportunity only.

Posted Tuesday, September 6, 2022