



Customer Service Coordinator, Fire Services/Emergency Planning

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 (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 an organized and customer-oriented individual to join our team. As the **Customer Service Coordinator, Fire Services/Emergency Planning** reporting to the Director, Fire Services/Fire Chief, you will provide customer and administrative support to the Fire Services department. In this role you will interact with the public, volunteer firefighters, municipal officials, and other municipal Directors and employees. You will be an important member to the Fire Services team contributing to the prevention and/or reduction of fire incidences within the Saugeen Shores community.

Key Responsibilities:

- Provide courteous and professional front-line customer service to residents and businesses as needed including processing requests for inspections and permits.
- Assist with the delivery of departmental communications ranging from website to reporting updates.
- Transcribe and compose correspondence, reports, memos and other written materials for the department.
- Assist the Director, Fire Services/Fire Chief with the creation and submission of administrative reports to Council.
- Process, code, and track accounts payable and receivable invoices for the department including but not limited to expense claims, reconciling credit card accounts, and the receiving and processing of donations.



- Collect and process incoming and outgoing mail and direct incoming correspondence to the appropriate personnel.
- Prepare applications for registration and review certification inquiries with applicable organizations for appropriate Fire Services department staff.
- Collect, input and maintain fire statistics, agreements, and maintain and update the Fire Records Management system.
- Assist with the coordination of uniform issue, ordering and distribution.
- Purchase office and Fire department supplies, and equipment as needed.
- Assist with the coordination of special events and programs, including but not limited to preparing and sending invitations, coordinating with Communications division, assisting with logistics before, during and after the event.
- Assist the Community Emergency Management Coordinator (CEMC)/Alternate CEMC and act as Scribe in the event of an Emergency Operations Centre (EOC) activation.
- Assist in the maintenance of the emergency management plan.
- Organize training required for Emergency Control Group (ECG) members.
- Maintain the EOC and Alternate EOC supplies and ECG bags.
- Assist in the annual review of the Emergency Management Plan, Hazard Identification and Risk Assessment (HIRA) and Critical Infrastructure list.
- Maintain Municipal, County and Provincial Emergency contact lists.

Competencies and Skills you bring to the role:

- **Adaptability:** You are able to 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 have the ability to process detailed information effectively and consistently.
- **Communication:** You have proven ability to communicate successfully and confidently both verbally and in writing. You have strong computer literacy with Microsoft Office programs including Word, Excel, PowerPoint and web-based programs.
- **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 related field.
- 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 and knowledge of Fire and Emergency services 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.