



Empowered Excellence

**King is Hiring
ServiceKING Associate
(12-Month Contract)**

King Township is an idyllic countryside community of communities, proud of its rural, cultural, and agricultural heritage. We are respected for treasuring nature, encouraging a responsible economy, and celebrating our vibrant quality of life. As an organization, we are focused on providing superior customer service, quality programs and services, progressive leadership, responsible management, and staff that is empowered to achieve personal and organizational excellence in the delivery of municipal services.

Reporting to the Manager of Communications & Public Engagement, the ServiceKING Associate is responsible for the following:

- Acts as a primary contact for the Township of King, providing exceptional frontline customer service to external and internal customers relating to a range of Township programs and services via telephone, in-person, website and email.
- Receives, assesses and/or refers and answers inquiries related to all departments of the Township, including tax, utility, by-law, road maintenance, traffic calming measures, parks and recreation, engineering and public works, clerks, building and planning.
- Processes a variety of financial transactions for Township services and programs, including cash, debit, credit, and cheque, following Finance department procedures and payment options.
- Performs administrative related tasks by creating and maintaining information in an accurate and timely manner, composing routine correspondence, letters, forms and labels, maintaining records of activity, performing data entry, updating files and preparing reports as directed.
- Manages the Township's CRM tool for working collaboratively with service partners to complete work orders, service requests and email requests.
- Promotes recreation services and assists customers with booking procedures, advising of conditions, requirements and program registrations.
- Other related duties as assigned.

The successful applicant will possess:

- Post-secondary courses in Business Administration, Office Administration, and Customer Service or related discipline, or equivalent experience. Post-secondary Business diploma or related preferred.
- Minimum of three (3) years' experience in a municipal office/customer service environment with multi-service provisions with cashiering functions; broad knowledge of a variety of municipal and government related services.
- Proficiency and experience in the use of computers including: intermediate knowledge of Microsoft Excel, Word, Outlook and Access database programs, Internet, financial software, registration and booking software, social media platforms and other associated software; as well as the ability to organize files electronically and use voice mail systems.
- Excellent interpersonal and both verbal and written communication skills; ability to diffuse contentious situations; deal courteously and effectively with all levels of staff, the public, government officials, agencies and organizations.
- Effective organizational, time management and multi-tasking skills, with ability to prioritize work to meet customer service standards and deadlines without compromising services.
- Significant cash handling experience and related functions required.

Pay Rate: \$30.91/Hour (2022 rate)

This position is subject to providing proof of full vaccination against COVID-19 in alignment with the Township Policy ADM-POL-163, COVID-19 Vaccination. Successful candidates will be required to be fully vaccinated with a Health Canada or the World Health Organization approved COVID-19 vaccine series with the final dose at least 14 days prior to your start date. To maintain ongoing fully vaccinated status, the successful candidate must also receive each dose/booster that may be required or recommended by Public Health. The Township will consider cases requiring accommodation as stipulated by relevant employment standards legislation or regulation and/or the Ontario Human Rights Code.

Qualified candidates are requested to forward their resume by **November 29, 2022 by 4:30pm** to:

Human Resources
2585 King Road
King City, Ontario
L7B 1A1
E-Mail: hr@king.ca

Please visit www.king.ca for full job description.

We thank all applicants and advise that only those selected for an interview will be notified.

Personal information (PI) is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25 and will be used to facilitate the hiring and recruitment process. Personal information (PI) will be protected in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Questions about the collection of personal information (PI) should be directed to the Human Resources Department, 2585 King Road, King City, L7B 1A1 or (905) 833-5321

We are an Equal Opportunity Employer. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code, the Township of King will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Township Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.