

## Administrative Support / Customer Care

Welcome to Ramara Township, located in Central Ontario, just 90 minutes from the GTA. Nestled by Lakes Simcoe and Couchiching, we offer access to beautiful parks, beaches, and trails. We value our employees and promote a positive, collaborative workplace. Benefits include health coverage, an OMERS Pension plan, paid time off, and flexible work arrangements. Join us in making a difference in the community by applying for the Administrative Support / Customer Care position. We look forward to your application!

### Core Responsibilities

- Serve as the primary and initial contact for residents.
- Provide information or re-direction to residents and make an effort to resolve issues.
- Process payments.
- Record caller concerns in Ramara Ticket system to be forwarded to the appropriate service area.
- Maintain office equipment and inventory.
- Provide backup for Accounts Payable/Inquiry Clerk.
- Provide administrative support to the Director of Finance / Treasurer as required.
- Other duties as assigned.

### Experiences

- Minimum two (2) years of experience in a Municipal setting.
- Experience working effectively with people in difficult situations.

### Qualifications / Skills

- 1 year of customer service and accounting experience.
- College Business or Finance courses are considered an asset.
- Accounts payable experience considered an asset.
- Basic accounting knowledge.
- Strong mathematical ability.
- Effective, verbal, oral and written communication skills.
- Excellent time management skills.

### Health & Safety

Successful candidates must abide by Ontario Health & Safety Legislation and follow Township Health and Safety Policies.

### Salary

\$27.03 - \$31.63 / hour plus OMERS pension and a comprehensive benefits package

### Join Our Team

To apply, please combine your cover letter and resume into a PDF document entitled "**Admin. Support / Customer Care**" addressed to Brittany Wilson, CHRP, Manager of HR/H&S and submit to [hr@ramara.ca](mailto:hr@ramara.ca). Please be advised, this posting will remain open **until April 29, 2025**, at 4:30 p.m.

*We collect information for job applications under Section 29(2) of the Municipal Freedom of Information and Protection of Privacy Act. This information helps us decide if you are eligible for employment. The Township of Ramara is committed to creating an inclusive and barrier-free environment, and we will provide support at every step of the hiring process. If you need any assistance to participate fully in the recruitment process, please let Human Resources know. Thank you to all applicants. Only those selected for an interview will be contacted.*