



Admin. Support/Customer Care

The Township of Ramara is a rural community located in Central Ontario, along the north-eastern shores of Lake Simcoe and Lake Couchiching. In Ramara, people are our priority. Our people are the cornerstone of our organization. We are always seeking creative and skilled individuals with the ability and desire to lead in our dynamic workplace. Each of our team members brings diverse experiences and perspectives, as well as unique skills and talents to the job. Our diverse compliment ensures an environment where individual, team, and organizational successes are embraced and celebrated. All team members have equal opportunity within the organization to thrive and attain their highest potential. We welcome your application for the Administrative Support/Customer Care position and look forward to discussing how the Township of Ramara can become your next career choice.

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.

Qualifications / Skills

- 1 year of customer service and accounting experience;
- College Business or Finance course 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.

Experiences

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

Health & Safety

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

Salary

\$26.50 - \$31.01 per hour

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, Manager of Human Resources / Health & Safety, CHRP and submit it to hr@ramara.ca by **4:30 p.m. on September 22, 2024**.

Any questions regarding this position should be directed to Manon Higgins, Director of Finance / Treasurer at mhiggins@ramara.ca.

Information collected for employment is done under the authority of Section 29(2) of the Municipal Freedom of Information and Protection of Privacy Act, for the purpose of assessing eligibility for employment.

The Township of Ramara is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Human Resources Coordinator if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process.

Thank you to all applicants, but only those selected for an interview will be contacted.