



# The Corporation of the Township of Alnwick/Haldimand

## Employment Opportunity

Located within the rolling hills of Northumberland County and bordered by Lake Ontario in the South and Rice Lake in the North, the Township of Alnwick/Haldimand is seeking the following position.

### Customer Service Clerk

Permanent, Part-Time (21 hours/week)

Wage Range: \$28.98 - \$33.91 per hour

Optional OMERS Pension Plan from the date of hire

This position is responsible for providing first point of contact for the Township in-person, by phone and email by providing exceptional customer service to the public and internally. This position coordinates the initial response, resolution and redirection of all incoming telephone inquiries, emails, mail, website submissions and social media comments.

This position will also be responsible for the Township's communications by continually updating the Township's website and social media, creating newsletters, and all other communications that may be required by Township departments. As a member of the Clerk's Department team, this position will also provide support to the Municipal Clerk and the Office of the CAO.

### Duties & Responsibilities:

- Responds to inquiries and provides excellent customer service to the public via telephone, email, online and in-person;
- Maintain and promote the public image and public relations aspect of the Municipality with integrity, professionalism and sincerity when dealing with all matters, ensuring confidentiality is maintained.
- Assist with identifying departmental information to be included and updated on the Municipal website and ensures that the information maintains accessibility standards.
- Ensures the website is current and updated on a regular basis and complies with AODA standards; Regularly posts and monitors the Township's social media channels.
- Sorts and distributes incoming mail, faxes, general email inquires and outgoing mail for all departments and delivers mail to the Post Office and/or arranges courier packages to be picked up;
- Develops accessible forms, templates, and guides in accordance to AODA standards and corporate branding standards.
- Classification and inventorying of corporate records in compliance with the Records Retention By-law and TOMRMS.

## Qualifications & Skills:

- College diploma in business administration or similar related field of study would be an asset.
- Or similar relevant experience.
- Demonstrated public relations skills;
- Experience in an office environment is an asset.

The successful candidate will be required to submit a satisfactory Police Record Check prior to the commencement of employment.

Interested applicants are invited to submit their cover letter & resume in confidence no later than **12:00pm on May 31, 2024**, to:

Erin Andrus, Payroll & HR Coordinator  
Township of Alnwick Haldimand  
10836 County Road #2, PO Box 70  
Grafton, ON, K0K 2G0  
**Email: [hr@ahtwp.ca](mailto:hr@ahtwp.ca)**  
**Subject Line: Customer Service Clerk**

Applications will be reviewed, and interviews may be scheduled prior to the job posting closing date. We thank all applicants for their interest, however, only those selected for an interview will be notified by Human Resources. If you wish to apply for more than one job, please apply to each position individually.

The Township of Alnwick/Haldimand is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please note that accommodation are available, upon request, to support prospective applicants with disabilities when applying for jobs and during the interview and assessment process. If you require an accommodation, we will work with you to meet your needs. Please email your request to [eandrus@ahtwp.ca](mailto:eandrus@ahtwp.ca) or call 905-349-2822, Ext:28. Alternative formats of this job posting are available upon request.

In accordance with the Municipal Freedom of Information and Protection Privacy Act, the information gathered is collected pursuant to the Municipal Act, 2001, as amended.