Job Posting

Customer Service Representative - Springhill

The Customer Services Representative represents the Department of Financial Services to individuals who call or visit the Department's office at the Springhill Service Centre. They manage the operations of the front desk by greeting visitors, providing them with assistance or directing them to the appropriate Department.

The Customer Service Representative also collects payments and offers clerical support to the Department.

Please visit our website for more details at www.cumberlandcounty.ns.ca

Deadline for resumes is Monday, May 6, 2024, at 1:00 pm.

Please forward your resumes to:

Municipality of the County of Cumberland
Kellie Seaman, Human Resources Generalist
1395 Blair Lake Rd
Upper Nappan, NS B4H 3Y4

kseaman@cumberlandcounty.ns.ca

*Clearly mark your resume "Customer Service Representative - Springhill"

Department of Financial Services: Customer Service Representative

Job Title
Customer Service Representative

About the Role

The Customer Services Representative represents the Department of Financial Services to individuals who call or visit the Department's office at the Springhill Service Centre. They manage the operations of the front desk by greeting visitors, providing them with assistance or directing them to the appropriate Department.

The Customer Service Representative also collects payments and offers clerical support to the Department.

This position reports to the Revenue Officer.

Responsibilities and Duties

a. Greet customers at the reception counter and provide customer service support to taxpayers, water customers, and others regarding billing and payment issues.
b. Provide clerical services such as answering phones, calendar management, reserving meeting spaces, monitoring emails and distributing mail.
c. Process front counter cash and card payments and provide receipts.
d. Create, send and follow up on invoices.
e. Process invoice payments.
f. Enter details of revenues and expenditures into the SAP financial accounting software accurately and in a timely manner.
g. Maintain a safe and clean reception area.
h. Assist with maintaining and updating records.
i. Draft correspondence on behalf of the Department and the Revenue Officer.
j. Facilitate communication between the Revenue Officer, the Director of Financial Services and Department employees.
k. Manage all records in accordance with the Municipality's Records Management policy.
l. Perform other duties as assigned or required.

Qualifications

a. A degree or diploma from a recognized college or university in Business Administration or an equivalent combination of education and experience.
b. Minimum of two years' experience in a Cashier, Receptionist or an Administrative Assistant position.
c. WHMIS, or willing to obtain within 6 months.
d. Experience working with Microsoft operating systems, Microsoft Office programs and accounting software.

e. Ability to handle money and do basic math calculations.
f. Excellent oral and written communication skills.
g. Strong interpersonal skills.
h. Experience with record keeping and document management.
i. Excellent attention to detail and accuracy.
j. Highly organized.
k. Professional demeanor and strong work ethic.
l. Experience working with Windows operating systems and Microsoft Office programs.

Salary and Benefits

The Municipality has an approved salary scale for this position. Placement and incremental increases on this scale are based on qualifications, experience and demonstrated ability to perform the responsibilities of this position.

Job Level 2 (2023/2024)	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
	$44,720	$46,410	$48,100	$49,790	$51,480	$53,170

This is a full-time position based at the Municipality's offices located Springhill, Nova Scotia.

The Municipality's Personnel Policy should be referred to for additional information regarding conditions of employment.