



Come for a visit. Stay for a lifestyle.

Trent Hills is a vibrant and growing community with a population of 13,000 that is located on the Trent Severn Waterway amongst the rolling hills of Northumberland County. Trent Hills is looking to add to its team and invites applications for the summer student position of:

Customer Service Assistant

Contract, full-time

May 5, 2025 – August 29, 2025

Hourly rate: \$17.20 – 35 hours per week

Reporting to the Manager of Administrative Services, the Customer Service Assistant summer student is required to provide effective and efficient administrative and customer service and is required to perform various office duties as assigned.

By effectively building positive rapport and relationships both internally and externally, the Customer Service Assistant summer student will help us achieve our mission that together we deliver services that make a difference in our community.

Duties and Key Responsibilities:

- Responds to inquiries and provides customer service to the public via telephone, email and in person;
- Sorts and distributes incoming mail, faxes, general email inquiries and outgoing mail for all departments and delivers mail to the Post Office including arranging for courier packages/forms to be picked up/delivered;
- Data entry – archives, iCompass;
- Reviewing retention policies and by-laws and ensuring compliance;
- Creation of forms;
- Record keeping;
- Access/Excel/Publisher – vital service updates
- Internet Research – public education and awareness;
- Office equipment use (computer, fax, copier, scanner);
- Filing – Filing Management System and Master Policy Binders.

Who You Are

Our Administration team is looking for a self-motivated, solutions-oriented team member. You convey your thoughts clearly and concisely. You listen attentively and ask questions for clarification and understanding. Using sound judgment, you demonstrate tact, diplomacy and sound discretion.

You're always happy to learn new things and to help build a working environment that encourages and cultivates new ideas. You foster a collaborative team environment among co-workers, and work well both independently and as part of a team.

Eligibility and Qualifications:

- Related post-secondary education is preferred;
- Full-time enrollment at an educational institution during preceding academic year;
- Will be returning to full-time enrollment at an educational institution for upcoming academic year;

- Demonstrated proficiency with computer software including Microsoft Office (Word, Excel, Access, PowerPoint, Publisher and Outlook);
- First Aid and CPR certification;
- WHMIS certification;
- Demonstrated public relations skills.

This position starts full-time in May and is intended for a student enrolled in post-secondary education in a related field.

If you wish to apply for more than one job, please apply to each position individually and clearly outline the position you are applying to.

How to Apply:

Applications will be received until **2:00 p.m. on Thursday, January 30, 2025**. Please submit covering letter and resume to:

Kari Petherick, Coordinator of Human Resources
Municipality of Trent Hills
P.O. Box 1030, 66 Front Street S
Campbellford, ON K0L 1L0
Telephone: (705) 653-1900 ext. 225
kari.petherick@trenthills.ca

The Municipality of Trent Hills is an equal opportunity employer that is committed to inclusive barrier-free recruitment and selection processes. We are pleased to accommodate individual needs in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Please let us know if you require accommodation at any time during the recruitment process. We thank all applicants who apply but advise that only those selected for an interview will be contacted.



Position: Customer Service Assistant
Department: Administration
Reports to: Manager of Administrative Services

Position Summary:

The Customer Service Assistant summer student is required to provide effective and efficient administrative and customer service and is required to perform various office duties as assigned.

Duties and Key Responsibilities:

The Customer Service Assistant summer student requires efficient and effective computer and organizational skills. The Customer Service Assistant must possess excellent public relations skills as well as the ability to work with minimal supervision.

Activities include but are not limited to:

- Responds to inquiries and provides customer service to the public via telephone, email and in-person;
- Sorts and distributes incoming mail, faxes, general email inquiries and outgoing mail for all departments and delivers mail to the Post Office including arranging for courier packages/forms to be picked up/delivered;
- Data entry – archives, iCompass;
- Reviewing retention policies and by-laws and ensuring compliance;
- Creation of forms;
- Record keeping;
- Access/Excel/Publisher – vital service updates
- Internet Research – public education and awareness;
- Office equipment use (computer, fax, copier, scanner);
- Filing – Filing Management System and Master Policy Binders.

Qualifications:

- Related post-secondary education is preferred;
- Full-time enrollment at an educational institution during preceding academic year;
- Will be returning to full-time enrollment at an educational institution for upcoming academic year;
- Demonstrated proficiency with computer software including Microsoft Office (Word, Excel, Access, PowerPoint, Publisher and Outlook);
- First Aid and CPR certification;
- WHMIS certification;

- Demonstrated public relations skills.

Acknowledgement

Employee Signature: _____

Date: _____