



The Township of Zorra is seeking a **CUSTOMER SERVICE REPRESENTATIVE**

Are you energetic, organized and committed to providing superior customer service? The Township of Zorra is looking for you!

The Township of Zorra is a fast-growing, mixed rural/urban community with a population approaching 9,000. Zorra is located in the heart of south-western Ontario and offers a high quality of life and abundant recreational opportunities. Zorra prides itself on being an employer of choice and strives to engage a workforce that is inclusive, diverse and focused on customer service.

The Township is seeking an experienced individual for a full-time position in the Customer Service Representative position. The Customer Service Representative will provide front desk reception and information services in line with public access to services, programs and facilities.

A full position description, including responsibilities, is available at www.zorra.ca. The key qualifications that align with Zorra's needs include:

- promptly answer incoming telephone calls, greet visitors to the municipal office and provide general information;
- process payments, issue permits and assist with issuing licenses;
- direct inquiries to and provide administrative support to Township Departments;
- proficiency in Microsoft Office and strong analytical skills are a requirement for the position.

The hourly wage range for this position is \$22.60-\$27.72 (to be reviewed later in 2021) and is based on a 35-hour work week, 5-day work week with flexible start and end times. Zorra also offers a comprehensive employee benefit plan and participation in OMERS.

Please submit your cover letter and resume in PDF format before **4:00 p.m. on Friday, November 5, 2021** to Karen Martin at kmartin@zorra.ca

The Township of Zorra would like to thank all applicants, but only those selected for an interview will be contacted.

Karen Martin
Director of Corporate Services
Township of Zorra
274620 27th Line, PO Box 306
Ingersoll, ON, N5C 2K5
kmartin@zorra.ca

The Township of Zorra is committed to be an employer committed to diversity and inclusion and to providing accommodation for persons with disabilities. Accessibility accommodations are available for all stages of the recruitment process. If contacted for an employment opportunity, please advise the Township if you require accommodation. **To be eligible for employment with the Township of Zorra, you must provide proof of vaccination against COVID-19.**

If you require this document to be in an accessible format, please contact the Director of Corporate Services at clerk@zorra.ca or 519-485-2490 ext. 7228.