



**TOWN OF PRESCOTT**

**Employment Opportunity**

**Customer Service Representative/Administrative Assistant**

This position serves as the first point of contact for the Town of Prescott, delivering professional and courteous customer service to residents, visitors, and businesses. The role provides comprehensive administrative support to the Building, Planning, and By-Law departments, including processing applications, coordinating inspections, maintaining records, and assisting with public communications. With a strong focus on organization, communication, and public service, the incumbent ensures efficient daily operations while fostering a welcoming and responsive municipal environment.

This is a full-time non-union position with the hourly rate range of \$27.96 to \$31.47 with participation in the OMERS pension plan and benefits package. This position is filling a vacancy after internal movement within the Town of Prescott and may need some evening and weekend work from time to time.

To apply to become part of our team, please submit your resume and cover letter by 4:00 p.m. on Tuesday, April 30<sup>th</sup>, 2026 to Human Resources by email at

[hr@prescott.ca](mailto:hr@prescott.ca).

Posting Number: 03-2026

A general position description follows below.

**Closing date: Thursday, April 30th, 2026, at 4:00 p.m.**

*We thank all applicants for their interest, but only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act and will be used only for candidate selection. Accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process.*



## Job Description

<b>Date:</b>	April 2026
<b>Position Title:</b>	Customer Service Representative/Administrative Assistant – Building, Planning & By-Law
<b>Reports to:</b>	Manager of Building & By-Law Services
<b>Status:</b>	Full-Time, Permanent – Non-Union
<b>Hours / Week:</b>	35

### Position Summary

The Customer Service Representative/Administrative Assistant provides comprehensive administrative support to the Building, Planning, and By-Law departments. This role also serves as the primary customer service representative for the Town of Prescott and is the first point of contact for residents, visitors, and businesses by phone, email, and at reception. The incumbent ensures efficient coordination of departmental activities, assists with the receipt and processing of applications and notices, and delivers a professional, welcoming experience to the public.

### Key Duties & Responsibilities:

#### ***Administrative Support (Building, Planning & By-Law):***

- Provide administrative support to the Manager of Building & By-Law/CBO, Municipal Planner, and By-Law Enforcement Officer(s).
- Receive, process, and track applications, permits, licenses, inspections, and notices related to building, planning, and by-law matters.
- Receive planning applications and public notices; coordinate circulation, track timelines, and maintain accurate records.
- Provide administrative support to the Municipal Planner on planning files, including scheduling meetings, preparing correspondence, compiling information, and assisting with public notifications.



- Maintain accurate and organized digital and paper records in accordance with the Town's records management system.
- Coordinate appointments, inspections, and follow-ups between staff and the public.
- Assist with preparation and posting of public notices, reports, and updates on the Town's public boards

***Customer Service / Reception:***

- Act as the primary point of contact for all incoming calls, emails, and in-person visits to Town Hall.
- Provide accurate, timely, and courteous information to the public on municipal services, programs, and processes.
- Provide administrative support to the Taxation and Revenue Clerk including processing payments, reconciling receipts, and assisting with property tax-related inquiries.
- Direct inquiries and visitors to the appropriate staff or department.
- Process payments, issue receipts, and handle cash/deposits for permits, licenses, fines, or other Town-related fees.
- Manage the reception area to ensure a professional, welcoming environment.

***General Office Administration:***

- Receive and distribute all incoming and outgoing Town mail; ensure proper routing to staff and departments.
- Assist with special projects, events, or public meetings as assigned.
- Maintain confidentiality of all information obtained in the course of employment, including personal, sensitive, or proprietary municipal information, in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and other applicable legislation; disclose such information only as required to perform official duties or as required by law.

**Qualifications**

- Post-secondary education in business or office administration followed by administrative support/customer service experience of at least 2 years and training preferably in a municipal or public service setting, or an equivalent combination of education, training, and experience
- Demonstrated ability to utilize effective interpersonal skills, tact, and good judgement working with residents, all levels of staff, elected officials, and external organizations in a community service environment
- Excellent time management, problem solving, and organizational skills.



- Good oral and written communication skills with proficient use of various office-based software including Microsoft Outlook, Word, and Excel
- Training and proven ability in handling difficult or escalated customer situations professionally and with tact.