

JOB OFFER

Multiservice Agent

The Municipality of West Bolton is looking for a multiservice agent to fill a contract position with the possibility of a permanent position. The Multiservice Agent is an indispensable member of the team. Reporting to the Director General and surrounded by a great team, the person we are looking for provides administrative support to the team and committees, welcomes citizens and addresses their questions and concerns, performs accounting tasks and assists with municipal inspection. In short, the position of multiservice agent is a highly versatile one.

MAIN RESPONSIBILITIES

- Welcomes and provides information to citizens in person, by e-mail and by telephone;
- Responds to citizens' requests and complaints;
- Provides administrative support to team members and committees;
- Assists the general management:
 - Performs cash receipts and prepares deposits;
 - Issues invoices, provides statements to citizens;
 - Assists with annual taxation and roll updates;
 - Proofreads, translates and formats communications;
 - Performs website and social media updates;
 - Ensures the management and ordering of supplies;
 - Prepares, files and archives documents;
- Assists the Town Planner and Municipal Inspector:
 - Informs citizens of permit application procedures;
 - Handles citizens' questions on zoning, permits and certificates;
 - Prepares notices of infraction;
- Any other related duties.

REQUIREMENTS

- High school diploma / DEP secretarial, office automation, accounting or experience deemed relevant;
- 12 to 18 months of experience;
- Excellent organizational skills, initiative, interpersonal skills and team spirit;
- Excellent knowledge of French, spoken and written;
- Good knowledge of English, spoken and written;
- Master the principles of customer service;
- Knowledge of the Microsoft Office suite and general resourcefulness with digital tools;
- Knowledge of SYGEM software is an asset;
- Knowledge of the various services and activities of a municipality, an asset.

BENEFITS

- Flexible schedule of 24 to 36 hours per week from Monday to Thursday 8am to 4:30pm and Friday 8am to 12pm;
- Competitive salary based on the candidate's professional experience.

Please email your application to the attention of Maïke Storks, Director general, by January 31, 2024, at dg@bolton-ouest.ca. All applicants will receive an acknowledgement of receipt.