The Corporation of the Township of Melancthon is now accepting applications for the following position

Customer Service/Administrative Support

The Township of Melancthon is seeking a friendly, organized, and motivated individual to join our team as a Customer Service/Administrative Support. This position plays a key role in providing administrative support to the Municipal Office while serving as the first point of contact for residents, businesses, and visitors.

If you enjoy working in a fast-paced environment, providing excellent customer service, and contributing to your community, we encourage you to apply.

Position Summary

Reporting to the CAO/Clerk and Treasurer, the Customer Service/Administrative Support provides administrative, clerical, and accounting support for the Municipal Office. The successful candidate will assist with municipal administration, tax and financial processes, customer service, records management, communications, and general office operations.

Key Responsibilities

- Provide reception services, answer telephone inquiries, greet visitors, and direct inquiries appropriately.
- Assist residents, businesses, lawyers, real estate professionals, and other stakeholders with general municipal inquiries.
- Process tax payments and prepare tax-related deposits and records.
- Assist with the preparation and mailing of tax bills and tax arrears notices.
- Process daily receipts, permits, licenses, and other municipal payments.
- Prepare correspondence, reports, agendas, minutes, notices, and other administrative documents.
- Maintain municipal records and filing systems.
- Coordinate and track by-law complaints and other public inquiries.
- Update the Township website, social media platforms, digital sign, and email distribution lists.
- Assist with municipal elections and special projects as required.
- Process tax certificates, ownership changes, fire permits, and address updates.
- Order and maintain office supplies and coordinate service requirements for office equipment.
- Provide administrative support to Council, Committees, Boards, the CAO/Clerk, and Treasurer as required.

Qualifications

• Secondary school diploma; post-secondary education in Business Administration, Office Administration, Accounting, or a related field would be considered an asset.
• Previous municipal or administrative office experience is preferred.
• Strong customer service and interpersonal skills.
• Excellent verbal and written communication abilities.
• Proficiency with Microsoft Office applications, including Word, Excel, Outlook, and Teams.
• Strong organizational skills with the ability to manage multiple priorities and interruptions.
• Ability to maintain confidentiality and exercise sound judgement.
• Experience with, TOMRMS, and/or Keystone would be considered an asset.

What We Are Looking For

The ideal candidate is professional, dependable, detail-oriented, and committed to providing exceptional service to the public. They enjoy working collaboratively, are comfortable learning new systems and procedures, and can effectively balance competing priorities in a busy municipal office environment.

Compensation

Salary and benefits including OMERS will be based on qualifications and experience and in accordance with the Township's compensation policies.

This position is classified under Group 4 of our pay grid. The successful candidate will be placed at the step that best aligns with their experience and qualifications.

Compensation: $32.36 to $36.42 per hour.

How to Apply

Interested candidates are invited to submit a cover letter and resume outlining their qualifications and experience on or before December 11, 2026 at 12:00 p.m. (noon) to Denise Holmes at dholmes@melancthontownship.ca

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Township of Melancthon is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes. Accommodations are available upon request throughout the recruitment process. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected through the recruitment process will be used solely for candidate selection purposes.