



100 John West Way
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L4G 6J1
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www.aurora.ca

TOWN OF AURORA

EMPLOYMENT OPPORTUNITIES
Division of Human Resources

Senior Student, Customer Service

Summer: June to August - Hourly: \$16.51 - \$18.77

Reporting to the Manager, Customer Service, the Senior Student, Customer Service will assist and deliver a broad range of customer service related activities and information to external and internal customers relating to Town services, ensuring a high level of customer satisfaction. The position is the first line of contact with individuals seeking information and/or requiring services via various channels including telephone, in-person, website/social media and email. In addition, this position will assist the Manager, Customer Service with statistics and research.

To be considered for this position, you must currently be enrolled in Business Administration, Public Relations or a related discipline. The ideal candidate has demonstrated experience in providing superior customer service and POS; knowledge and/or previous reception/customer service experience in a municipal environment is an asset. In addition, you must possess proficiency in MS Office, good research, communication, organizational, interpersonal skills and the ability to take initiative and work independently.

Police Criminal Record Check

Successful applicants to this position will be required to provide a Police Criminal Record Check that is satisfactory to the Town prior to their start date.

If you are interested in joining our dedicated team of municipal professionals, please forward your resume to: Human Resources, Town of Aurora, 100 John West Way, Box 1000, Aurora, Ontario, L4G 6J1 or email to: hr@aurora.ca by **May 15, 2019** quoting the position title and reference number **19-35**.

The Town of Aurora is an equal opportunity employer that is committed to recognizing and celebrating the diversity of opinion, talent and expertise that make each person unique. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicants requiring accommodation are asked to contact Human Resources. Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Manager of Human Resources at 905-727-3123.