



TOWN OF GANDER
Customer Service Specialist
Competition # TOG2026-002

The Town of Gänder is currently accepting applications for a temporary indefinite Customer Service Specialist position.

POSITION IDENTIFICATION

Contact Gänder is the Town of Gänder's centralized customer service centre, providing residents, businesses, and visitors with a single point of access to municipal services and information. Through phone, in-person service, online forms, and digital service requests, Contact Gänder helps ensure inquiries are received, coordinated, tracked, and resolved in a timely and consistent way.

The Customer Service Specialist serves as the central point of contact for the public, supporting the delivery of municipal services through Contact Gänder. The role focuses on receiving and coordinating inquiries and service requests, tracking them from intake to resolution, and ensuring clear, consistent communication with residents. This position emphasizes service coordination, system use, and customer experience, rather than technical or departmental decision-making authority.

MAJOR DUTIES & RESPONSIBILITIES

Contact Gänder

Act as the primary point of contact for the public via a centralized phone system, in-person service, email, online forms, and digital channels; Provide Customer Service Case Management using a customer relationship (case/ticketing) management system to receive, enter, assess, and document case files. This system is designed to centralize inquiries, service requests, complaints, and applications; Provide clear, consistent information on municipal services, schedules, processes, timelines, and next steps; Support adherence to customer service standards, response time targets, and service level expectations; Coordinate service requests by assigning, tracking, and following up with internal departments to ensure timely resolution; Maintain accurate and up-to-date records within customer service, payment, and service request systems; Scan, file, and manage electronic documents in accordance with records management and privacy standards; Accept and process payments related to municipal services, including permits, licenses, taxes, fees, and other transactions; Issue receipts and ensure accurate record keeping in accordance with Town financial procedures; Assist residents with payment options, including pre-authorized payment plans where applicable; Contribute to the improvement of customer service processes by identifying recurring issues and opportunities for service improvements; Protect confidential and sensitive information at all times; Coordinate closely with municipal departments to support efficient and timely service delivery; Work collaboratively with the Communications team to support resident-facing information such as garbage collection schedules, service disruptions, programs, and general service information, ensuring accuracy and consistency; Assist in keeping customer-facing information accurate and up to date across phone scripts, online forms, and digital platforms; Support service planning and coordination during peak periods, seasonal operations, or service changes; Prepare routine correspondence, summaries, and reports related to customer service activity; Provide consistent, respectful, and professional service to all members of the public, including managing difficult or sensitive interactions with tact and discretion; Adhere to all Occupational Health & Safety policies, privacy legislation, and municipal policies; Perform other related duties as assigned, consistent with the scope and intent of the position.

General Administrative Support Duties

Provide general administrative support to municipal functional areas, including clerical, reception, and coordination tasks as required; Prepare, format, and distribute routine correspondence, forms, letters, notices, and internal communications; Maintain calendars, schedules, and appointment bookings related to customer service and front-counter operations; Receive, sort, and distribute incoming mail, courier deliveries, and internal documentation; Assist with data entry, tracking, and reconciliation of information across administrative, customer service, and financial systems; Support the preparation and maintenance of logs, registers, spreadsheets, and tracking tools for operational and reporting purposes; Maintain orderly electronic and physical filing systems in accordance with records management standards; Provide backup administrative support to other departments during peak workloads, staff absences, or special projects; Respond to routine internal administrative inquiries and redirect more complex matters as appropriate.

Support onboarding and orientation activities by assisting with documentation, access requests, and procedural guidance; Ensure office supplies and customer service materials are monitored and replenished as required; Use standard office software and municipal systems to support efficient administrative operations; Perform other general administrative duties as assigned to support municipal operations and service delivery.

WORKING CONDITIONS

Office-based environment within the centralized Contact Gander Customer Service Centre; Prolonged periods of computer and telephone use; Occasional overtime may be required; Lifting or moving up to 50lbs may be required.

EDUCATION & TRAINING

Completion of a high school diploma or equivalent; Post-secondary education in business, public administration, communications, or a related field; Equivalent combinations of education, training, and directly relevant customer service experience will be fully considered; Minimum of two (2) years of front-line customer service experience in a high-volume, service-oriented environment such as:

- Financial institutions (e.g. bank teller, customer service representative, personal banking officer)
- Utilities or telecommunications
- Healthcare reception or patient intake
- Insurance or claims intake
- Call centres or service desks
- Retail or hospitality roles with service recovery responsibilities
- Public-facing government or Crown agency service counters

Experience handling complex inquiries, emotionally charged interactions, and confidential or regulated information is considered a strong asset.

OTHER

Demonstrated ability to:

Listen actively and de-escalate frustrated or distressed customers; Explain policies, procedures, and decisions clearly and respectfully; Navigate multiple systems while maintaining service quality and accuracy; Exercise sound judgement within established guidelines; Strong verbal and written communication skills suitable for public correspondence; Comfort working with digital intake systems, customer relationship management (CRM) or ticketing systems, and online service portals; Strong organizational skills, attention to detail, and ability to manage competing priorities in a fast-paced, public-facing environment; One of the Town's Commissioner of Oaths; Proficiency in the use of Microsoft Office 365; Valid Class 5 Newfoundland and Labrador Driver's License; Clear certificates of conduct, including RCMP Criminal Record Check and Provincial Court Check, as a condition of employment; Must be bondable, where applicable.

SALARY: Non-Unionized position, 35 hours/week - \$51,924.60 - \$59,878.00

Interested and qualified applicants are invited to submit their **cover letter and resume** on or before Monday, March 9, 2026, to the attention of:

Human Resources
Town of Gander
100 Elizabeth Drive
Gander, NL, A1V 1G7
Email: humanresources@gander.ca

Please note: The Town of Gander appreciates all applicants for their interest, however, only individuals selected for interviews will be contacted.