

Job Title: Customer Service Representative

Employer: Trent Hills Chamber of Commerce

Location: Campbellford, Ontario

Employment Type: Full-Time

About the Role

The Trent Hills Chamber of Commerce is seeking a **Customer Service Representative** who will play a key role in delivering exceptional service to our members, visitors, and ServiceOntario clients. This dual-focused position supports both **Chamber Tourism and Member Services** as well as **ServiceOntario operations**, requiring a dynamic individual who is personable, detail oriented, and efficient in a fast-paced environment.

Key Responsibilities

Chamber Tourism & Member Services

- Greet visitors and provide information about local attractions, businesses, and events.
- Support Chamber members by responding to inquiries, assisting with memberships, and maintaining up-to-date records.
- Assist with community and tourism promotions, including event coordination, social media updates, and brochure distribution.
- Manage incoming phone calls, emails, and in-person requests with professionalism and efficiency.

ServiceOntario Support

- Deliver front-line customer service in accordance with ServiceOntario procedures and policies.
- Accurately process applications, renewals, and other government transactions.
- Maintain confidentiality and compliance in handling personal information.
- Ensure accuracy and timeliness in all data entry tasks.

Qualifications and Skills

- Proven experience in customer service or administrative support roles.
- Strong verbal and written communication skills with a friendly, professional demeanor.
- Excellent data entry skills with attention to detail and accuracy.
- Ability to retain and recall information across a wide range of topics.
- Competence in Microsoft Office and basic database systems.
- Strong organizational and multitasking abilities.
- A collaborative team player who can also work independently.
- Ability to work occasional evenings and weekends as required for Chamber events or tourism activities.
- Security clearance is required (to support ServiceOntario operations).

Preferred Qualifications

- Experience in a government service, tourism, or membership-based organization.
- Familiarity with the Trent Hills area, local businesses, and tourism assets.
- Knowledge of ServiceOntario operations or similar administrative systems.
- Proficient in Microsoft programs and comfortable navigating various online systems and databases for customer transactions and record management.

What We Offer

- A supportive and engaging workplace where you can make a difference in your community.
- Opportunities for professional growth and skill development.
- Competitive compensation based on experience.

How to Apply

Submit your resume and cover letter outlining your qualifications and interest in this role to:

Attention: Nancy Allanson, CEO, Trent Hills Chamber of Commerce

Email: applications@trenthillschamber.ca Application deadline: Wednesday, December 3, at 4 p.m.

About the Chamber: The Trent Hills Chamber of Commerce represents and supports businesses across the Municipality of Trent Hills, including the communities of Campbellford, Hastings, and Warkworth. Through advocacy, tourism development, and member services, the Chamber works to strengthen the local economy, promote community growth, and enhance the visitor experience. The Campbellford ServiceOntario office is owned and operated by the Chamber, as an independent service provider operating under the Government of Ontario.