

CUSTOMER SERVICE REPRESENTATIVE

Up to 6 Month Contract Position
(35 hours/week)
Fort Frances, Ontario



DISTRICT OF RAINY RIVER
SERVICES BOARD

JOB OPPORTUNITY

The District of Rainy River Services Board (DRRSB) is seeking a Customer Service Representative to join our team in a full-time contract position in Fort Frances, ON. The contract is expected to be up to six (6) months in duration, with the possibility of ending sooner or being extended depending on organizational needs and circumstances. Reporting to the Children's Services & Income Support Manager, the Customer Service Representative is responsible for handling customer inquiries, scheduling appointments, processing incoming/outgoing mail, ordering office supplies, developing forms/publications, operating postage meter/telephone system, opening/closing the office, and receiving/processing program information and payments. This position provides a variety of clerical support to all staff.

Qualifications will include:

- Grade 12 diploma with a minimum of 1 year of work-related experience and the ability to understand routine work procedures.
- Possess effective verbal and written communication skills and the ability to exercise courtesy, tact, discretion and persuasion.
- Proficient computer skills and the ability to work within a computerized environment.
- Demonstrated collaboration and interpersonal skills to develop and maintain positive and effective working relationships.
- Strong time management skills with the ability to prioritize workload, as appropriate.
- Ability to exercise integrity, professionalism, and confidentiality.
- Ability to work independently, cooperatively, and responsibly with minimal supervision, and within a team environment.
- Must provide the satisfactory outcome of a CPIC Vulnerable Sector Screen as a condition of employment.

The 2025 hourly rate of pay for this position is \$25.18 plus 6% vacation pay plus 10% in lieu of benefits. Candidates who meet or exceed the requirements for this challenging position are invited to submit a resume and cover letter, including three work-related references, not later than **2:00 p.m. (CST) on Friday, October 10, 2025 to:**

Aynsley McKinnon, Human Resources Manager
District of Rainy River Services Board
450 Scott Street
Fort Frances, ON P9A 1H2
Competition #HR-25-2025-CSR-6MTH-FF
PRIVATE & CONFIDENTIAL
or emailed to: aynsley.mckinnon@rrdssab.ca