



Job Posting

Customer Service/Election Clerk

(Temporary Casual)

Company Description:

Thames Centre, nestled in the heart of southwestern Ontario, is a vibrant community on the eastern edge of Middlesex County and the City of London. Our unique mix of urban and rural living fosters strong community connections, top-notch services, and responsible leadership. Residents enjoy breathtaking natural landscapes, open spaces, and access to state-of-the-art recreation facilities, and outstanding local amenities. Thames Centre has been recognized as one of the Best Places to Work in Southwestern Ontario!

Job Description:

Under the direction of the Director of Legislative Services/Clerk, this position is responsible for providing front-line customer service for the municipality and supporting Legislative Services in election administration, records management and general administrative duties.

Responsibilities:

- **Customer Service:** Provide front-facing customer service by answering phone calls, emails and in-person inquiries related to all municipal departments and election activity
- **Elections Support:** Assist Legislative Services with municipal election duties including voter inquiries, polling logistics support, candidate information, and election-day tasks
- **General Administrative Support:** Provide administrative support across departments which may include document execution, mail-outs, processing payments at the front counter, payment/billing inquiries, scheduling, and other office duties
- **Records Management Assistance:** Scan, file, research, and maintain records; support retrieval and disposition processes
- **Other duties as assigned**

Note: All activities are expected to be performed safely, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

Qualifications/Experience or Skills

- College diploma in Office Administration, Public Administration, Business, or related discipline; or an equivalent combination of education and experience.
- Municipal election or records management designation/certification would be an asset.
- Customer service or conflict de-escalation training is an asset.
- Municipal election training preferred.
- Minimum 2–3 years of progressive customer service/administrative experience; experience in a municipal, public sector, or government environment preferred
- Demonstrated experience processing payments, managing records, and responding to public inquiries
- Experience with municipal election administration, including knowledge of applicable legislation and procedures is preferred.
- Experience supporting elections or large public events is an asset
- Strong verbal and written communication skills.
- Proficient with Microsoft Office suite and standard municipal databases/records systems.
- Strong customer service orientation and ability to manage multiple concurrent inquiries.
- Attention to detail and accurate record-keeping.
- Ability to follow procedures, maintain confidentiality, and work both independently and as part of a team

Physical Effort and Working Conditions:

- Working within an office environment, with off-site meetings on an as needed basis.
- Overtime, evenings/weekends may be required occasionally during election periods or special events.

Position Details:

Primary Work Location: Municipal Office, 4305 Hamilton Rd, Dorchester

Employment Classification: Temporary Casual

Pay Rate: \$32.75-\$36.86 per hour

Hours of Work per Week: up to 35 hours per week

Anticipated Start Date: as soon as possible

Contract End Date: December 2026

Current Status of Position: vacancy June 2026 to December 2026.
Recruitment Reference #: 2016-23

Ready to Apply?

Interested applicants are invited to submit a resume and cover letter before **11:59 p.m.** on **Wednesday June 10, 2026**, indicating **“Customer Service/Election Clerk– 2026-23”** in the **subject line**, to:

Cindy Barwick, Human Resources Advisor
Municipality of Thames Centre
4305 Hamilton Rd.
Dorchester, ON, N0L 1G3
Email: cbarwick@thamescentre.on.ca

While verification of credentials are not required for the interview, they may be mandatory as a condition of employment.

Artificial Intelligence will not be utilized in this recruitment process.

The Municipality of Thames Centre is an equal opportunity employer and is committed to an inclusive recruitment and selection processes. If you are contacted for interview, please advise us of any accommodations needed to ensure your access to a fair and equitable process. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.

All applicants are thanked for their interest, but only those selected for an interview will be further contacted. Information gathered is under the authority of the Municipal Freedom of Information and Protection of Privacy Act and shall only be used for candidate selection purposes.