The District Municipality of Muskoka is currently recruiting for a

Customer Service Coordinator

Posting Date: Wednesday, November 11, 2026
Closing Date: Wednesday, November 25, 2026 @ 12:00 NOON
Starting Rate: $26.87 hourly
Salary Range: $26.87 - $28.95 hourly
Hours of Work: 35 hours per week
Location: 70 Pine Street, Bracebridge
Classification: CUPE Inside Class 3
Status: Permanent Full-time

This job posting is for an existing vacancy, and it is also being posted internally.

The District:

Muskoka is a great place to live and play, and the District is a four-season municipality passionate about protecting, servicing and caring for this community. We have opportunities that will allow you to learn, grow and build your career amongst other ambitious leaders and innovators. We offer a competitive compensation package and are committed to promoting diversity, accessibility and inclusion. **It's what we do!**

The Opportunity:

The Customer Service Coordinator is the first point of contact for residents, businesses, and visitors contacting the District Municipality of Muskoka. The role provides high volume frontline reception, customer service, and routes service requests using established tracking tools and procedures, ensuring they are directed appropriately. Additionally, this position supports customer service standards across the organization, monitors official social media channels, provides approved responses, logs service issues, and contributes to dashboard updates and service improvement insights.

What you will do:

- As the first point of contact, deliver prompt, professional, customer service for walk-in visitors, phone calls, emails and social media.
- Triage and resolve routine service inquiries, monitor open tickets, and proactively follow up to meet service standards.
- Provide accurate information on municipal programs; escalate complex issues to subject matter experts and track through to resolution.
- Coordinate with internal departments to secure timely updates and ensure clear, closed-loop communication back to the inquirer.
- Process all incoming and outgoing mail, courier and deliveries received at the front desk.
- Assist in the development of customer service standards and train other customer service providers on those standards.
- Administer and improve customer service systems (incl. CRM, in-person, telephone, portals, self-serve tools), participating in testing, implementation, and issue resolution.
- Develop and maintain service-related documentation—standardized scripts, procedures, FAQs, keywords/tags, and approved prompts for future digital tools.
- Monitor digital channels and official social media accounts, logging service issues, issuing approved responses, creating new responses for approval by Communications team, and checking shared inboxes/forms.
- Update and maintain basic website information, troubleshoot simple issues, and refer technical problems to the appropriate web support staff.
- Maintain performance tracking tools and dashboards; compile and report on key service metrics (wait times, dropped calls, transfer accuracy, resolution rates); administer brief follow-ups or mini-surveys as assigned.
- Maintain accurate records in accordance with privacy, accessibility, and records retention requirements; update and distribute on-call lists and emergency quick reference sheets as needed.
- Other duties as assigned.

What you will need:

- Grade 12 diploma (OSSD) required, post-secondary in office administration, customer service, communications, public administration, or related field is considered an asset.
- One to two years' experience in a customer service, reception, administration or related, preferably in the municipal or related sector.
- Experience with multi-line phone systems and basic CRM or ticketing tools preferred.
- Ability to monitor and support corporate social media accounts using a publishing tool (e.g., Meta Business Suite, Hootsuite, Sprout) is an asset.
- Strong customer service and communication skills with the ability to respond to and communicate effectively in-person, over the phone or via written correspondence, including the ability to manage difficult interactions.
- Ability to learn and retain information about a wide range of municipal programs and services.

- Proficiency with Microsoft 365 tools (Outlook, Teams, Excel, Forms, SharePoint); ability to learn CRM, call-routing, and social media platforms.
- Additional languages (e.g., French or commonly spoken community languages) are an asset.

What we are offering:
The District is proud to offer the following benefits with this job:
- Health benefits
- Paid vacation
- Paid leaves
- OMERS pension
- Work-life flexibility
- Perks and discounts
- Wellness programs
- Fostering and fun environment
- Professional development and education opportunities
- Pay range progression based on length of time in the job

The Next Step
If you have the necessary skills, experience and qualifications, and can support our vision and values (RISE: Respect, Innovation, Service and Equity), submit your application using the apply now link below.

APPLY NOW or visit our **careers page** for other opportunities.

The District of Muskoka is an equal opportunity employer and values diversity in our workforce, encouraging applications from all qualified individuals. Our organization is committed to providing persons with disabilities with equal opportunities and standards of goods and services, and we are compliant with the Accessibility for Ontarians with Disabilities Act. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process. Any questions regarding this posting should be directed to the Human Resources Department.