

**Meeting Date:** August 16, 2021  
**Department:** Human Resources  
**Report No.:** HR-2021-15  
**Submitted by:** William Versloot, Human Resources Generalist  
**Approved by:** Doug Payne, Director of Human Resources  
Fred Tranquilli, Chief Administrative Officer/Clerk  
**SUBJECT:** **Hiring Report – Customer Service Representative**

---

## RECOMMENDATION:

**THAT: Report HR-2021-15, Hiring Report – Customer Service Representative, be received for information.**

## STRATEGIC PLAN ALIGNMENT:

This matter is in accord with the following strategic priorities:

1. Economic Development: Support a strong local workforce.

## BACKGROUND:

In June 2021, the Municipality began recruiting for a new Customer Service Representative in response to the previous incumbent being promoted to another role within the organization.

## COMMENTS:

Following an extensive recruitment process involving multiple candidates and multiple rounds of interviews, an offer of employment was made to Bernice Ross. Ms. Ross has accepted the offer and will join the Municipality from her current role as Front Desk Concierge at Seasons Retirement Communities.

Ms. Ross has over 7 years in direct customer service experience, with the majority being most recently at Seasons Retirement Communities. She also possesses over 15 years of experience in accounting, which will be beneficial to supporting the Finance Department. Ms. Ross is familiar with our community, having lived in Strathroy-Caradoc for over 30 years, which will translate well into providing residents with exceptional customer service.

Ms. Ross' first day will be Monday, August 23<sup>rd</sup>, 2021.

**CONSULTATION:**

Interview Panel:

- Director of Financial Services / Treasurer
- Human Resources Generalist
- Manager of Accounting / Deputy Treasurer
- Financial Assistant

**FINANCIAL IMPLICATIONS:**

This is a budgeted position.

**ATTACHMENTS:**

N/A