Job Posting

Position: **Administrative Assistant – Broadband Project**

Reporting To: **Director of Business Operations**

Effective Date: **November 2026**

Summary of Position

We are seeking a highly motivated and customer-focused individual to join our team as a Customer Support and Administrative Assistant for MOPC's Broadband Utility. In this role, you will deliver professional customer and administrative support while adhering to tight deadlines and ensuring attention to detail is demonstrated in all tasks.

Duties & Responsibilities

- Provide exceptional counter and phone service to all customers of the Rural Broadband Utility, addressing their inquiries and concerns promptly and effectively.
- Monitor and respond to email queries, either resolving them directly or escalating them to the appropriate party for resolution.
- Assist customers with signing up for MOPC Network Services through MOPC's web platforms, ensuring a smooth and seamless onboarding process.
- Verify sales lead data and compare with serviceable addresses to identify potential new customers to support sales.
- Support MOPC's Broadband Marketing Strategy by preparing customer mail outs and other advertising as required.
- Maintain the customer database by accurately processing customer address, payment, and other account changes.
- Collaborate with other members of the Broadband Department to provide comprehensive support to customers.
- Perform any additional duties assigned by the Director of Business Operations.

Qualifications:

- Completion of a recognized Business Administration Program or equivalent experience.
- Familiarity with computerized CRM, Inventory, and Financial systems.
- Excellent computer skills, including advanced knowledge of Microsoft Suite programs, particularly Excel. Experience with Microsoft Dynamics is considered a bonus.
- Strong time management skills and the ability to prioritize multiple tasks and meet deadlines.
- Exceptional communication and interpersonal skills, with a strong team-oriented mindset.

Why Join MOPC Network?
Become part of a growing municipal broadband utility that is transforming connectivity across rural Pictou County. You'll work with modern fibre and wireless technologies while making a meaningful difference for local residents and businesses.

The Municipality of Pictou County is committed to providing an inclusive and respectful workplace. If you are passionate about technology, customer service, and helping expand reliable broadband services in rural communities, we encourage you to apply.

Closing Date & Applications

- We invite qualified individuals to submit their resume with cover letter by 4:30pm on November 10th, 2026.
- Personal information collected through the recruitment process will be used solely to determine eligibility for employment and handled in accordance with the Freedom of Information and Protection of Privacy Act, Nova Scotia.
- It is the policy of the Municipality of Pictou County to prohibit discrimination of any type and to afford equal employment opportunities to applicants without regard to gender, race, color, religion, sexual orientation, national origin, age, disability, or veteran status.
- If you require accommodation during the application and hiring process, please contact **rhiannon.mcnair@munpict.ca.**
- On behalf of the Municipality of Pictou County, we thank all those who apply; however, only those selected for an interview will be contacted.

When applying for this position please quote: Administrative Assistant Broadband

Municipality of Pictou County
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