Customer Service Representative, Parks and Recreation

Temporary Part-Time
(Up to six (6) months)

The Portfolio

Join the Town of Grimsby team as a Parks and Recreation Customer Service Representative! In this role, you will deliver exceptional customer service and support daily operations at the Major Refrigeration Peach King Centre, including program registrations, facility rentals, payment processing, and administrative support.

Working for the Town of Grimsby

The Town of Grimsby offers a competitive **hourly rate of $24.52**. This is a casual, temporary part-time position for up to six (6) months, with the possibility of extension. Hours will vary based on operational needs, up to a maximum of twenty-four (24) hours per week, with no guaranteed minimum hours. Evening and weekend availability is required.

The Town is committed to supporting employee health and wellness, including free access to Town recreation facilities.

What You Will Do

- **Customer Service:** Welcome visitors, respond to inquiries, provide information on recreation programs and facilities, process registrations, memberships and payments, and assist with registration inquiries and program updates.
- **Facility Rentals:** Coordinate facility bookings, payments and permits, ensure required documentation is completed, and respond to rental inquiries and concerns.
- **Administrative Support:** Reconcile payments, balance tills, prepare bank deposits, maintain records, assist with purchasing, and update promotional materials, website information and facility signage.
- **Health and Safety:** Follow emergency response procedures, applicable health and safety legislation, and Town policies and procedures, while performing other related duties as assigned.

What You Bring

- Secondary School Diploma and a minimum of one (1) year of recent related office/clerical and customer service experience.
- Valid Standard First Aid and CPR/AED certification, and a Police Vulnerable Sector Check (Level 3) or Judicial Matters Check satisfactory to the Town.
- Excellent customer service, communication, organizational, problem-solving and conflict-resolution skills, with the ability to multitask in a fast-paced environment.
- Experience with point-of-sale systems and payment processing, intermediate proficiency in Microsoft Office (Word, Excel and Outlook), and familiarity with Publisher or website software.
- Knowledge of accounts receivable software, such as ActiveNet.

A combination of education, training and experience may be considered.

How to Apply

Submit your application to hr@grimsby.ca, please quote the Posting **#49-2026** in the subject line.

An eligibility list will be established for up to one (1) year.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

How to Apply

If you are excited by this opportunity, we are excited to hear from you!

We invite you to submit your application to hr@grimsby.ca. Please quote the posting number in the subject line. A full job description can be found below.

Posting #: 49-2026

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources (hr@grimsby.ca) to make appropriate arrangements.

The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.

TOWN OF GRIMSBY

JOB POSTING

Customer Service Representative, Parks and Recreation

Community Services Department

Duties and Responsibilities:

1. **Front Desk Reception and Customer Service (40%)**

1.1 Provides customer service at front reception desks, including answering phones, walk-in inquiries and responding to general emails.
1.2 Provides information regarding rentals, program registrations, parks, facilities and recreation general questions and concerns, employment opportunities, events, schedules (e.g. public skating) and other inquiries.
1.3 Maintains up to date knowledge regarding Town of Grimsby Community Services programs and activities using the Town of Grimsby website, leisure guide, Activenet system, program and activity schedules and internal contacts who coordinate the programs, events and schedules.
1.4 Appropriately directs inquiries or follows up when unable to provide information or services requested.
1.5 Completes program registrations including fitness memberships, sales (e.g. skating, fitness), kids camp programs, seniors programs, weekly activities and other various community/public programs, and/or troubleshoots online registration issues, mindful of application deadline windows.
1.6 Registers memberships and processes drop-in fee payments by cash, cheque, credit card, payments on accounts, and administers fee assistance programs, as applicable.
1.7 Communicates with program registrants about registration changes and program information using various methods including the website, email and phone calls, as appropriate based on the situation.
1.8 In the event of an emergency, follows emergency response protocols according to training.

2. **Facility Rentals (35%)**

2.1 Prepares and coordinates facility rentals including receiving inquiries and answering questions about available rentable spaces and the rules for the area.
2.2 Communicates with renters about the requirements and payment for use of space.
2.3 Ensures all necessary permit documentation, including Special Occasion Permits, Insurance Certificates, and other requirements as per the Facility Rental Guidelines are satisfied.
2.4 Addresses any questions, concerns or other needs of renters appropriately.

3. **Administration and Cash Receipting (25%)**

    3.1 Takes inventory of office supplies and assist with purchase order, gathering product quotes and other departmental purchasing tasks.
    3.2 Reconciles previous evening/weekend cashier statement and generates bank deposits
    3.3 Performs cash out and till balancing
    3.4 Maintains various records including attendance, ticket sales, and group lists
    3.5 Assists with advertising efforts of the department through development and distribution of flyers, calendars, newsletters, website postings and updates.
    3.6 Updates information boards including the roadside sign, internal signage and other advertising/promotions items.

4. **Other (5%)**

    4.1 Work in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures and guidelines.
    4.2 Other related duties, as assigned

The successful candidate will possess the following:

Education

- Secondary School Diploma.

License, Registration and Training

- Standard First Aid and CPR/AED certification.
- Police Vulnerable Sector Check (Level 3) or Judicial Matters Check to the satisfaction of the Town.

Experience

- One (1) year of recent related experience in an office clerical position working with various software and customer service.

Knowledge/Skills/Abilities

- Excellent customer service skills.
- Ability to multi-task in a fast paced environment.
- Knowledge of point of sale systems and payment processing by cash, credit, debit or cheque.
- Intermediate level knowledge of MS Office Suite including Word, Excel and Outlook, as well as Publisher or other website software.
- Accuracy and attention to detail.
- Excellent organizational skills.
- Ability to handle complaints and client concerns.
- Excellent problem solving skills.
- Some knowledge of accounts receivable software (e.g. Activenet).

A combination of education, training, and experience may be considered.