

## Job Opportunity

The Corporation of the Town of Orangeville  
invites applications for the position of

### **Customer Service Assistant** **Community Services Department** (Part-time position, 24 hours per week)

The Town of Orangeville is seeking for a motivated, customer focused individual to join the Community Services team for the part-time position of Customer Service Assistant. Candidates must be available to work a flexible schedule, including weekdays, evenings, and weekends. Hours of work will be scheduled at both Tony Rose Memorial Sports Centre and Alder Recreation Centre.

#### Job Duties:

- Completing program registrations, facility bookings and drop-in program registrations using the recreation management software (Xplor Recreation).
- Responding to inquiries and provide information to both internal and external customers in-person, by phone and online.
- Acting as a liaison to recreation program and facility staff to ensure daily reports are completed for program room allocation and facility maintenance.
- Receiving payments for registrations and facility bookings, completing cash balance reports and preparing bank deposits.
- Performing data entry and preparing reports for program attendance, facility maintenance and facility bookings and related work tasks as assigned.
- Maintaining a professional workspace as the first point of contact for participants and members of the public.
- Other duties as assigned.

#### Qualifications:

- Secondary School diploma
- Previous general office experience would be considered an asset
- Excellent interpersonal, customer service, communication, organizational and cash handling skills
- Proficiency with Microsoft Office and database applications
- Experience with Xplor Recreation (previously called PerfectMind) would be considered an asset

**Successful candidates will be required to complete a background check, including but not limited to a Criminal Record Check, in accordance with the duties of this position.**

**Hourly Range:** \$25.51 to \$33.35, Band 4 on the Town's 2024 Pay Grid

Qualified candidates are invited to submit their resumes in confidence, addressed to Sarah Mayer, Co-ordinator, Human Resources, no later than 4 p.m. on **Thursday, April 11, 2024**. Applications may be submitted online or in person to the Town Hall located at 87 Broadway. Please do not email your application.

To select the best candidates to serve the Town of Orangeville and its people, several screening tools, including Police Record Checks are required as part of the hiring process for some employment or volunteer positions. When requested, applicants are required to provide a Police Record Check as a condition of their offer of employment. Police Record Checks must be dated within three (3) months of the employment offer to be considered valid. The specific type of Police Record Check required will be indicated in the job posting qualifications.

The Town of Orangeville is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. By submitting your personal information to the Town of Orangeville, you consent to the collection, use, and disclosure of that information in connection with our recruitment, hiring and/or employment processes. Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25, as amended, and will be used to determine the qualifications for employment with the Town of Orangeville. Questions about this collection should be directed to the Manager, Human Resources at 87 Broadway, Orangeville, Ontario L9W 1K1.