

Woolwich Township Job Posting



Date: June 17, 2024
Position: BCC Staff – Customer Service (Daytime)
Department: Recreation & Community Services
Wage Rate/Grade: \$19.00 per hour

Discover the charms of the Township of Woolwich, a growing community with a bright, well-managed and well-planned future in the Region of Waterloo. Woolwich is known for its unique heritage, farms and farmers markets, scenic trails, bridges, and landmarks. Our communities provide a rural lifestyle with all the conveniences of urban centres nearby. The quality of life in Woolwich is superior, and as an employee of the Township, you will play a key role in helping shape the next phase of our future growth and development.

Recreation & Community Services is seeking one (1) part-time Customer Service Staff.

Purpose of position and profile:

Recreation & Community Services is seeking a Customer Service Staff member to provide excellent customer service and administrative support services at the Breslau Community Centre.

Responsibilities:

- Provide exceptional customer service to the public, recreation user groups, community groups and other agencies
- Processes program registrations, memberships and over the counter payments
- Prepares and balances daily and weekly deposits
- Answers telephone and greet visitors, providing routine information
- Assists in processing daily schedules
- Assists with facility rental requests
- Assists with the development of promotional materials and special event administration
- Other duties as assigned

Qualifications, Knowledge, Skills and Work Requirements:

- Grade 12 education or equivalent
- Valid Standard First Aid and CPR Certification
- Ability to read and communicate fluently in English
- Excellent customer service, interpersonal and communication skills with the ability to handle verbal complaints in an appropriate manner
- Knowledge of ActiveNet or other Recreation software an asset
- Administrative skills and handling money experience an asset
- Interest and general knowledge of recreation activities with a good understanding of the Recreation and Facilities Services operation
- Proficient with MS Windows and MS Office applications
- Ability to work as a part of a team and with members of the public, other Township staff and external agencies
- Ability to multi-task in a very fast paced environment
- Ability to organize work and set own priorities

Working Conditions:

- Monday to Friday between 8AM-4PM, 24 hours per week
- Expected to work with frequent interruptions from telephone inquiries and visitors to the customer service desk

- Must be able to sit or stand for long periods of time
- Must be able to work in an environment that is noisy, cold, or hot and with crowds
- Work Site: Breslau Community Centre

Interested applicants are invited to submit their resume via email to hr@woolwich.ca prior to **4:00 pm on Monday, July 1, 2024. Please quote job posting 2024-29.**

All applicants are thanked for their interest in these positions however, only those selected for an interview will be contacted.

The Township of Woolwich is committed to diversity and inclusion and offers an accessible workplace. We are an equal opportunity employer and are committed to meeting the needs of applicants during all phases of the hiring process. This document is available in alternate formats, or with accessible communication supports, upon request.