

Woolwich Township Job Posting



Date: July 26, 2024
Position: Customer Service Staff
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 cents 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 two (2) Customer Service Staff to join their team.

Purpose of position and profile:

This position provides administrative support services and excellent customer service for the public and user groups at the Woolwich Memorial Centre.

Responsibilities:

- Provide exceptional customer service to the public, recreation user groups, community groups and other agencies, consistent with Department and Corporate standards
- Processes registrations, memberships and over the counter payment for programs, prepares and balances daily and weekly deposits
- Answers telephone and greet visitors, providing routine information
- Manages records including A/R reporting, and GameDay documentation
- Assists in processing daily schedules for Township recreation facilities, indoor and outdoor, including dressing room assignments
- Assists with the development of promotional materials and special event administration
- Assists with facility rental requests
- 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 and ability to deal with verbal complaints in an appropriate fashion
- Knowledge of ActiveNet or other Recreation software an asset
- Administrative skills and experience, and handling money an asset
- Interest and general knowledge of recreation activities with a good understanding of the Recreation and Facilities Services operation
- Proficient in computer programs, specifically 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 as well as the ability to provide quality customer service
- Ability to follow safe and appropriate practices and procedures and exercise sound judgment at all times
- Ability to multi-task in a very fast paced environment
- Ability to organize work and set own priorities

Working Conditions

- Scheduled on an as needed basis as per department scheduled (hours may vary between 3 - 24 hours per week)
- Must be available to work all shifts, including days, evening, weekends, and holidays
- 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

Interested applicants are invited to submit their resume via email to hr@woolwich.ca prior to **4:00 pm on Friday, August 9, 2024. Please quote job posting 2024-35.**

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.