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Aurora, Ontario
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Town of Aurora

Employment Opportunity

Corporate Services

Customer Service Representative- Recreation

Employment Type: Contract, Full time (Up to 18 months)

Location: Aurora, Ontario

Salary Range: \$33.10 to \$40.59 per hour

Closing Deadline: June 13, 2025

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the Supervisor of Customer Service the Customer Service Representative - Recreation will provide exceptional front line customer service in the Town's recreation/cultural centre(s), as well as provide support to the Division. Customer service duties will include reception, responding to general inquiries from the public, facility users, program participants and staff, and liaising with the Town's Cultural Partner organizations.

Responsibilities

- Maintain and control public access to various areas within Town facilities such as the pool, Fitness Centre, changerooms and squash courts.
- Support patrons with program registrations, program entry/maintenance in Active Net, Box Office sales/support, court bookings, reservation lists, locker rentals, as well as various other memberships.
- Cashiering duties maintenance of inventory, scheduling and assisting with the co-ordination of special events.
- Assist with third party subsidy program, including York Region PLAY and Childcare subsidies, and will reconcile and compile statistics as well as maintain files and records, as required.
- Responsible for providing daily direction to part-time staff

Qualifications

- A Minimum of one (1) year of demonstrated experience in a customer service role, preferably in a recreation, leisure, cultural services environment as well as administrative experience. Proficiency in the operation and use of Microsoft Office applications including Word, Excel, and Outlook.
- Thorough working knowledge and experience with Active Net, or other program registration software, required. Experience working with box office ticketing software, considered an asset.
- Excellent organizational interpersonal, cash handling, telephone, reception and customer service skills.
- Excellent ability to deal courteously and effectively with program participants, general public and staff, in a fast paced, high-volume environment. Exceptional multitasking abilities and the ability to manage special projects.
- The successful candidate will be required to work Monday-Friday, 12 pm - 8 pm with the availability to work various shifts including weekdays, evenings and weekends as required.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources Division of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.

Artificial Intelligence Transparency Notice

At the Town of Aurora, we are committed to transparency and fairness in our recruitment process. While we utilize a recruitment system (ADP Workforce Now) with Artificial Intelligence (AI) powered capabilities, we do not currently use AI technology to screen, assess or select applicants relating to the recruitment process. While our system is equipped with AI tools, we prioritize a human-centered approach to recruitment. All candidate evaluations are conducted through direct human interaction, ensuring that hiring decisions are based on a thorough review of qualifications, skills, experience, and corporate cultural fit. We remain committed to transparency, fairness, and compliance with all relevant legislation, including Bill 149, in order to protect the rights and privacy of all applicants.