

# Township of Langley

<b>Job Title:</b>	Customer Service Team Lead
<b>Competition Number:</b>	25-U128
<b>Employment Type:</b>	Regular Full-Time
<b>Pay Rate:</b>	\$30.70 - \$36.08 per hour (5 steps, 2024 rates) plus benefits
<b>Hours of Work:</b>	35 hours per week; Monday to Friday, 8:00am – 4:00pm
<b>Competition Opening Date:</b>	September 18, 2025
<b>Competition Internal Closing Date:</b>	September 26, 2025
<b>Competition External Closing Date:</b>	October 1, 2025

## Job Overview

The Township of Langley is currently recruiting for a regular full-time **Customer Service Team Lead** to join our team of professionals in the Recreation, Arts and Culture Division, Recreation Administration and Business Services Department. Reporting to the Senior Manager, Administration and Business Services and the Business Support Supervisor, in this unionized position you will undertake a variety of moderately complex clerical work and provide administrative support as it relates to recreational facilities used by the public and user community groups. This position will appeal to a fast paced, detail-oriented, independent and well-organized individual with a superior clerical aptitude and excellent supervisory skills.

## Responsibilities

- Supervise, assign, review and participate in the routine work of a group of employees
- Coordinate and administer bookings of recreational facilities such as meeting rooms, pools, arenas, gymnasiums including school gyms, waterparks, sports boxes, curling rinks and parking lots
- Provides information and assistance to a variety of internal and external contacts
- Prepare and issue invoices for facility rentals
- Receive and process payments and issue refunds for security deposits and cancellations
- Prepare and maintain a variety of records
- Establish and maintain effective working relationships with a wide variety of community user groups and organizations, the public and internal/external contacts
- Perform other related work as required

This position is defined by the Township of Langley as a position of trust and requires a Police Information Check (not required as part of the application process, however, will be required upon consideration for employment).

## Qualifications

- Completion of Grade 12 supplemented by commercial and accounting courses plus considerable related experience or an equivalent combination of training and experience
- Considerable knowledge of the departmental policies, practices, rules and regulations related to the work
- Sound knowledge of accounting practices and procedures
- Ability to provide training, guidance and assistance to staff in the use of software applications
- Ability to recommend and implement new and improved office methods, processes and procedures
- Ability to work with minimal supervision

## Apply Now

Visit [tol.ca/careers](https://tol.ca/careers) to apply for this exciting career opportunity in a growing community. The Township of Langley is an equal opportunity employer.

*We appreciate all applications; however, only short-listed candidates will be contacted for an interview.*