



*A progressive city of 187,800 people located just a short 30-minute drive from Toronto, the **City of Oshawa** is one of Canada's fastest growing communities that is exceptionally positioned to live, work, learn and invest. Its strategic pursuit of sustainable growth, excellent community service delivery and cooperative partnerships have enhanced its quality of life advantage, while maintaining a strong commitment to financial stewardship.*

Vacancy: Temporary Part-Time Customer Service Representative - Recreation

Posting Number: V-227-25

Department: Community & Operations Services

Branch: Recreation Services

Location: South Oshawa Community Centre

Posting Start Date: 2025/10/20

Posting End Date: 2025/10/28 by 4:30p.m.

Employment Group: CUPE 251

Salary Grade: 04, \$30.74 - \$34.17

Standard Weekly Hours of Work: up to 24

Shift Work Required: Yes

Job Description

Reporting to the Program Supervisor; be responsible for performing front line customer service and clerical duties at any Recreation Facility.

Responsibilities:

- Answering the telephone; responding to inquiries and complaints about any facet of Recreation and Culture Services
- Receiving and processing program registrations, membership applications, and facility bookings
- Receiving and processing revenues and performing various related cash control and reconciliation functions
- Providing administrative and clerical support
- Support and demonstrate the City of Oshawa core values of Authenticity, Courage, and Trust
- Perform other duties as assigned

Requirements:

- Grade twelve (12) education required, with a minimum of two (2) years of relevant customer service experience. Preference may be given to candidates who possess a post-secondary certificate or diploma in a relevant field (Administrative, Business, Communication or Recreation programs). An equivalent combination of relevant experience and education will also be considered.
- Ability to handle and reconcile cash transactions and work with figures.

- Excellent customer service and communication skills to deal effectively and courteously with the public and staff and be able to respond to inquiries by telephone and in person in a timely fashion and in accordance with Corporate Customer Service standards
- Established computer skills and experience in related software applications (Microsoft Word, Outlook and IntelliManager or other registration software)
- Current certification in Standard First Aid, CPR (Level C), and AED or be willing to obtain and maintain
- Ability to work independently, quickly and competently in an environment with frequent interruptions
- Possess personal qualities of maturity, tact, discretion and be willing to work in a team environment with a cooperative attitude
- Ability to respond on short notice and work shifts, including evenings, weekends and on holidays

As a condition of employment, the City of Oshawa will require successful candidates to provide a Criminal Records Check with Vulnerable Sector Search.

Please be advised that position location as noted is at the time of posting and is subject to change, as required due to operational needs.

We would like to thank all applicants however, please note that only those selected to attend an interview will be contacted and all other applicants will be kept on file. Applicants are advised that written, oral and practical testing may form part of the selection process.

Apply online at: <https://www.oshawa.ca/city-hall/careers/>. Applicants who are currently employed by the City of Oshawa are asked to clearly indicate their status as an internal applicant in their application. Please ensure that you check your email regularly to receive any correspondence.

The City of Oshawa is situated on lands and waters within the Williams Treaties Territory, home to seven First Nation communities of the Michi Saagiig and Chippewa Anishinaabeg, who have cared for and maintained these lands from time immemorial and continue to do so to present day. [Learn more](#)

We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The City of Oshawa promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. The City of Oshawa encourages applications from women, Indigenous Peoples and persons of all cultures, ethnic origins, religions, abilities, ages, sexual orientations, and gender identities and expressions.

The City of Oshawa will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. If you require an accommodation during the recruitment process or

assistance with the application process please contact Human Resource Services. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act.