

# Employment Opportunity

## Customer Services Representative Permanent Part-Time

The Town of Morinville is a growing community on the doorstep of Metro Edmonton. Developed on a foundation of rich heritage and culture spanning 100+ years, it offers an excellent quality of life with convenient access to all nearby big city amenities while retaining the characteristics of a vibrant and flourishing centre for the surrounding rural community.

Reporting to the Senior Customer Services Representative, the Customer Services Representative (CSR) is responsible for delivering exceptional front-line service to residents, program participants, and facility users. This position plays a key role in managing registrations, processing financial transactions, maintaining accurate records, and supporting communication and promotional efforts for programs, services, and events. The CSR works collaboratively with internal departments to ensure efficient administrative processes and positive customer experiences at the Community Cultural Centre and Morinville Leisure Centre. Commitment to service excellence in this position is demonstrated in performing a wide range of administrative functions in alignment with established guidelines and policies. This role requires handling sensitive information with discretion and confidentiality while coordinating and overseeing various office activities.

### Key Responsibilities:

- Answering telephones, responding to email and counter inquiries, and assisting with organizational documents.
- Manage internal and external departmental correspondence and mail distribution.
- Enter individual bookings, program registrations, and maintain data collected in the Parks & Recreation software program for user groups and members.
- Perform point-of-sale transactions and related financial duties.
- Promotion of Community Services programs, community facilities, and promotes the Morinville Leisure Centre and the Morinville Community Cultural Centre.
- Assist with department operations by managing supply inventory and procurement.
- Provides assistance with report preparation as needed.
- Perform accurate and timely data entry, record keeping, copying, filing, and other duties as assigned.

### Requirements:

- Post-secondary education in Office Administration or a related field.
- A minimum of three years of customer service support experience, preferably in a municipal government or public sector environment. (*Equivalent combinations of education and experience may be considered.*)
- Recreation Software experience is an asset.
- Valid First Aid & CPR Certification is an asset.
- Exceptional customer service, interpersonal, verbal, and written communication skills.
- Proficient skills in all Microsoft Office programs are required.
- Strong attention to detail and accuracy, along with a high level of initiative.
- Effective time management and organizational skills.

**Compensation/Hours of Work:** Wage range of \$27.76 to \$33.15 per hour (7 Step Grid), based on a 17.5-hour work week. Shifts can start as early as 5:15 a.m., and evening shifts end as late as 11:00 p.m. Evening and weekend availability is required. We offer a comprehensive benefits package including Pension, professional development opportunities, and a supportive work environment.

**Application Deadline: Sunday, January 11, 2026**

**To apply to this position please visit [www.morinville.ca/careers](http://www.morinville.ca/careers)**

*We thank all applicants for their interest; however, only those under consideration will be contacted.*

*The Town of Morinville values and supports diversity and inclusion in the workplace and encourages all qualified individuals to apply. Accessibility accommodations are available on request for candidates taking part in all aspects of the selection process.*