

Clarington

We're looking for a Business Services Clerk to join Clarington's Public Services team!

Why Clarington?

Clarington is a community full of possibilities.

As one of the fastest-growing municipalities in Durham Region, Clarington is home to over 107,000 residents across four urban centres and 14 hamlets. With our population expected to double by 2051, Clarington offers a perfect blend of urban living and small-town charm. We're known for our thriving energy and agricultural sectors, vibrant historic downtowns, and exceptional quality of life.

Our team thrives in a collaborative environment that promotes work-life balance and meaningful community impact. We value accountability, integrity, and respect, and we are deeply committed to fostering equity, inclusion, and diversity in the workplace. Together, we're building a stronger Clarington — for today and for future generations.

The future is bright – and working with the Municipality of Clarington means you can help shape it. How will you make your mark?

About the Role

Vacancy Status: This posting is for a newly created vacancy.

Reporting to the Supervisor, Business Services, the Business Services Clerk plays a key role in supporting the department's recreation management software (Active Net), ensuring ongoing development, user support, training and troubleshooting system issues and serving as a primary liaison between the department and software users. The role will also contribute to facility allocation processes, customer account maintenance, and support during high-volume registration periods.

Key Responsibilities

- Maintaining and monitoring the day-to-day operations of the recreation software as they pertain to the department.
- Maintaining, monitoring and supporting all recreation software modules to recreation software users.
- Planning, coordinating, implementing and performing training for all recreation software modules as they pertain to all recreation software users; full-time and part-time staff included.
- Providing assistance and guidance to all staff with obtaining reports from any/all of the recreation software modules as they pertain to their needs, including Insights reporting.
- Acting as a liaison with the Information Technology Division in relation to recreation software and the day-to-day operations of the Community Services Department.

- Assisting the Information Technology Division in testing new/improved hardware/software, including patches and upgrades of the recreation software modules.
- Primary point of contact between the Community Public Services Department and recreation software support.
- Ensuring customer accounts are optimally maintained.
- Responsible for the ongoing development of the recreation software system, including upgrades and implementation of new modules as they become available.
- Providing leadership/support during registrations and peak periods.
- Providing functional support to Finance staff when required (accounts receivable).
- Supporting allocation-related administrative tasks, e.g., facility calendars/blocks and seasonal timelines, permit creation and communication with users as assigned.
- Providing superior customer service to internal and external customers.
- Other duties may be required from time to time, including those duties specific to the facility or department.

What you bring

- Graduate of a Community College program and possess, along with 1-3 years of related work experience, to the satisfaction of the department.
- Advanced proficiency and previous work experience in the use of recreation software ActiveNet.
- Previous experience in facility allocation and permitting preferred.
- Exceptional customer service, communication, organizational and interpersonal skills.
- Ability to multi-task and work effectively in a fast-paced environment.
- Excellent keyboarding skills and demonstrated proficiency in Microsoft 365 (SharePoint, Teams, Excel, Word, Outlook).
- Must be legally able to work in Canada.

What we offer

- Salary: \$56,884 to \$70,916 - Code 6 of the 2026 Inside Collective Agreement.
- A comprehensive benefits and pension program to ensure that your total compensation package addresses both your work and life needs.
- Hours of work: 35 hours per week

Additional Information

A satisfactory criminal record check with a vulnerable sector screening and proof of qualifications will be required for the successful candidate.

Pre-employment testing may consist of written and oral assessments. To be considered successful, candidates must achieve a minimum score of 60% on each test. The highest score attained across the assessments will be used in the final award decision.

How to Apply

Applications will be accepted until **April 14, 2026, at 11:59pm**.

To learn more about employment with the Municipality of Clarington and to apply for this exciting and challenging opportunity, visit: www.clarington.net/careers.

We thank all applicants for their interest. Only those selected for further consideration will be contacted.

Our Commitment to Equity

The Municipality of Clarington is a progressive and inclusive employer committed to equity, diversity, and creating a respectful and barrier-free workplace.

Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. To request support or accessible formats, please contact the Human Resources Division at careers@clarington.net.

Privacy

Applicant information is collected under the authority of Section 11 of the *Municipal Act, 2001* for the purpose of evaluating the applicant. Questions about this collection can be directed to Human Resources at careers@clarington.net.