

# Clarington

## We're looking for Part Time Lead Customer Service Representatives 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 two vacancies; one existing position and one new position.

Reporting to the Customer Services Supervisor, the successful candidates will provide front-line support and exceptional customer service to the customer service representatives, public and perform the outlined responsibilities.

### Key Responsibilities

- Completing program and membership registrations and point of sale entries for all Community Services patrons.
- Providing customer service by responding to public inquiries in person, over the phone, and via email, consistent with customer service excellence standards.
- Accepting payments through Active Net for various transactions and prepare daily deposits.
- Providing administrative support and update communications.
- Ensuring corporate and departmental policies, operating procedures and health and safety initiatives are practiced, monitored, and provide suggestions for improvement.
- Providing technical support to Customer Service Representative Staff in all areas of administrative and customer service operations.
- By being a skilled ACTIVE Net user, providing support to other staff with activities, memberships, facility reservations, and point of sale transactions.
- Assisting with the orientation and training of new Customer Service Representative staff.
- Assisting in the creation and maintenance of office materials and resources.
- Assisting in the coordination and delegation of administrative work needed in the facility including the needs of Managers, Supervisors and Coordinators.

- Assisting the Coordinator in the administration of the Customer Service Representative work schedule, including the scheduling of replacements as needed.
- All other duties as assigned.

## What you bring

- The successful candidate should be a graduate of a Community College Administration program or possess equivalent qualifications in skills and work experience to the satisfaction of the department.
- Must have excellent keyboarding skills and be proficient at an intermediate level with Microsoft Office 365.
- Proficiency with ACTIVE Net software considered an asset.
- Excellent verbal communication, customer service and teamwork skills, are essential.
- Prior experience in a Municipal environment is considered an asset.
- Attention to detail is critical for this position along with the ability to complete work in a timely manner.
- Cash handling experience is considered an asset.
- Highly motivated with the ability to work independently, as well as in a team environment.
- Demonstrated problem solving skills.
- Strong leadership and organizational skills would be considered an asset.
- Legally able to work in Canada.

## What we offer

- Rate of Pay: \$26.05 per hour (2026 rate)
  - Hours of work: up to 24 hours per week including evenings, weekends, and holidays.
- 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.

## How to Apply

Applications will be accepted until **June 5, 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](http://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](mailto: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](mailto:careers@clarington.net).