



Customer Service Clerk (Temporary, Full-Time)

Req #1212

75 Caso Crossing, St Thomas, ON N5P 3V7, Canada

Job Description

Posted Tuesday, April 28, 2026 at 12:00 a.m. | Expires Tuesday, May 12, 2026 at 11:59 p.m.



Internal/External

THE CORPORATION OF THE CITY OF ST. THOMAS

Parks and Recreation Department has an existing vacancy for the following position:

CUSTOMER SERVICE CLERK

(Temporary, Full-Time)

Job Posting: #1212-04-26

- Division/Department:** Parks & Forestry/Parks and Recreation
- Reports to:** Manager of Recreation Facilities and Programs
- Location:** Joe Thornton Community Centre

[Skip to Content](#)

35 hours/week; Monday to Sunday, Days, Evenings and/or Weekends, as scheduled



Position Summary

Under the general direction of the Manager of Recreation Facilities and Programs, the Customer Service Clerk provides clerical support to the department and front-line customer service to the public, departmental staff, and facility operations. This position plays a key role in supporting administrative and booking staff, ensuring accurate data entry, transaction processing, customer communications, and day-to-day reception coverage for Parks and Recreation services.

Primary Duties and Responsibilities

1. Provide reception and customer service to residents, program participants, volunteers, user groups, and the general public in person, by telephone, and electronically.
2. Receive, process, and record payments; issue receipts; and follow established procedures for cash handling and point-of-sale transactions.
3. Liaise with off-site facilities and operational staff, including maintenance staff, and prepare basic set-up and logistical information for facility staff as required.
4. Enter bookings for recreational facilities, functions/events, and program registrations, as directed.
5. Assist with the distribution of approved Parks and Recreation informational and promotional materials, as required.
6. Maintain files, records, and contact lists related to facility bookings, registrations, and customer inquiries in accordance with corporate retention policies.
7. Perform general clerical, reception, and administrative support duties to ensure the efficient operation of Parks and Recreation customer service functions.
8. Performs other duties, responsibilities and functions, as assigned.

Note: The major tasks and responsibilities outlined above are representative but not all-inclusive. All activities are expected to be performed in a safe manner in accordance with the Occupational Health and Safety Act and its Regulations along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition. This position must be compliant with all provisions of the Occupational Health and Safety Act, related to "Duties of a Worker."

Education/Experience/Skill

Education and Experience

- Ontario Secondary School Graduation Diploma.
- A minimum accredited 1-year College Diploma in Office Administration, Business or related field or equivalent combination of education, training and experience.
- One (1) year experience in a similar position.
- Experience with recreation facility booking systems, registration software, or point-of-sale systems is an asset.

Knowledge/Skill/Abilities

Skip to Content

• Demonstrate strong interpersonal, communication, and customer service skills, with the ability to deal effectively and professionally with staff, volunteers, user groups, and the general public.



- Must be computer literate including knowledge of Microsoft Office software (word, outlook, access, excel, publisher, and powerpoint).
- Ability to exchange information, receive and understand instructions.

Other

- Corporate Orientation and Health & Safety Training
- Valid First Aid/CPR
- Satisfactory Police Records Check

Working Conditions

- Required to demonstrate tact and diplomacy when interacting with irate individuals. Ability to demonstrate active listening for meaningful engagement and problem-solving.
- Required to work outside and beyond the normal hours of work (35 hours/week; Monday to Sunday, Days, Evenings and/or Weekends, as scheduled).

WHAT WE OFFER:

- \$26.76 per hour, plus 4% vacation pay, working a 35 hour workweek
- Upon the completion of six (6) continuous months of temporary employment, Extended Health, Dental & Travel Benefits, subject to the conditions of the Benefit Plan
- Upon the completion of six (6) continuous months of temporary employment, eligible for pro-rated casual sick time
- Employee & Family Assistance Program

Applications must be received no later than Tuesday May 12, 2026, at 11:59 p.m.

HOW TO APPLY:

Go to www.stthomas.ca – Employment, Employment Opportunities. Go to Posting Title and click the 'Apply Now' button. You may need to register/create a Login.

Please import/upload your COVER LETTER AND RESUME individually (i.e. pdf, word) and ensure you have attached all documents prior to submitting your application.

Note: You may be required to answer Qualification questions during the application process.

The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.

Although we appreciate all applications received, only those selected for an interview will be contacted.

Personal Information on this application is collected under the authority of the Municipal Act., R.S.O. 2006, s. 277(1). This tool does not use artificial intelligence (AI) or automated decision-making tools. Applications are reviewed and evaluated by our hiring team.

Skip to Content





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Job Details

Pay Type

Hourly

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