



*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:** Regular Full-Time Supervisor, Recreation Client Services **Job ID:** J0426-0491

**Department:** Community & Operations Services

**Location:** Civic Recreation Complex

**Posting Start Date:** 2026/04/29      **Posting End Date:** 2026/05/20 by 4:30pm

**Employment Group:** EXM    **Salary Grade:** O – \$102,777 – \$120,913 per annum

**Standard Weekly Hours of Work:** 36.25    **Shift Work Required:** Yes

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Reporting to the Manager, Recreation Business Services, the Supervisor, Recreation Client Services is responsible for leading and coordinating the delivery of business, communications, and customer services across all recreation facilities.

The role ensures all communications and customer interactions reflect the City's Customer Service Standards and the Customer Service Strategy, fostering consistent, positive, and professional experience. The position includes oversight of the Client Services Lead, and Client Services Representatives (CSR), including Cashiers, across five recreation centres.

**Responsibilities:**

- Provide strategic leadership and city-wide oversight of customer service operations and ensure that service delivery is aligned with municipal standards and the City's Corporate Customer Service Strategy
- Provide direction, oversight, and guidance on staffing models and schedules in collaboration with leadership teams
- Design, lead, and evaluate the CSR training program and prepare materials

- Conduct orientation, training, mentoring, and coaching sessions for full-time and part-time staff
- Manage scheduling, approve time-off requests and ensure adequate staff coverage
- Act as the first point of escalation for complex service issues at various facilities
- Develop and maintain partnerships with internal and external stakeholders
- Manage community noticeboards and corporate Public Notice Boards at all recreation facilities while ensuring consistency and accuracy in communications at all sites
- Ensure all communications and materials are AODA compliant
- Support community access and inclusion by understanding diverse needs, identifying barriers, and recommending actions to improve equitable participation in recreation programs and services
- Oversee the introduction and communication of new services, programs, and information impacting customer interactions
- Coordinate the response to emergency situations that take place at City recreation facilities
- Research, develop, execute, and evaluate business strategy methodologies, ensuring efficiency, risk mitigation, and responsive business needs
- Monitor service delivery trends, customer feedback, and performance metrics
- Assist in budget preparation, monitor and manage monthly revenues and expenses
- Support and demonstrate the City of Oshawa core values of Authenticity, Courage, and Trust
- Other duties as assigned

**Requirements:**

- Completion of a four (4) year post-secondary degree in Recreation and Leisure Studies, Business Administration, Public Administration, or Customer Service, plus a minimum of six (6) years of progressive work experience in Customer Service Relations with at least three (3) years in a supervisory or management role in a municipal environment, or an equivalent combination of relevant education and experience

- Advanced knowledge of customer service principles, service delivery models, and best practices within a municipal or public-sector environment
- Knowledge of recreation registration software and proficiency in Microsoft Office applications
- Advanced oral and written communication skills, as well as strong presentation skills to groups of varying sizes
- Advanced project coordination skills and the ability to work under pressure, with tight deadlines
- Excellent communication, interpersonal and conflict resolution skills
- Experience with marketing, including budget planning, identifying target audiences, managing social media, website updates, and developing online content
- Knowledge of accessibility, equity, and inclusion principles in customer service delivery, including relevant legislation and municipal policies
- Knowledge of continuous improvement methodologies

As a condition of employment, the City of Oshawa will require successful candidates to undergo a Criminal Records and Judicial Matters Check.

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.

**Apply Online:** <https://www.oshawa.ca/city-hall/careers/>

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.

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.*