

Customer Relations Representative (Permanent, On-Call) – 1935

Close Date

May 21, 2026

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures and perspectives.

We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen. We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience. This is Kamloops!

Let's make Kamloops shine! Join our team today.

Position Overview

Ready to be the friendly face that keeps things running smoothly at recreational facilities in Kamloops? We are looking for a permanent, on-call Customer Relations Representative! This role is the perfect fit for someone who enjoys working with people, stays organized under pressure, and can handle everything from registering participants for programs and selling event passes to answering questions and keeping daily cash balanced.

You'll be responsible for creating accurate client accounts, monitoring activity in public areas, and providing helpful information to visitors. Think you can keep your cool with a lineup of eager visitors? This might just be your perfect fit! Apply now and be the heartbeat behind the scenes of the City's most exciting community happenings!

Join our team and help deliver great experiences across the City of Kamloops.

The successful candidate must have the following qualifications

1. Completion of senior secondary school or its equivalent.
2. Proficient in basic Word and basic Excel as demonstrated through testing (70% pass rate required).
3. At least three months' of previous clerical and receptionist experience.
4. At least three months' of previous customer service and cash-handling experience.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes a police information check. This position will receive 14% in lieu of all benefits, vacation, stat holidays, and health time. This is a CUPE local 900 position. Please note that more than one may be hired.

Hourly Rate

\$32.003 (2025)

Hours & Days of Work

On-Call/Various Normal and non-normal shifts.

Hours per Week

Various

Please note if you need assistance or have individual needs or requirements throughout the application process, contact the Human Resources Department by telephone, email hr@kamloops.ca or in person at 6-510 Lorne Street so we can better support you.

External job postings are open to everyone. We are an equal opportunity employer and thank all applicants for their interest. Please be sure to review the application requirements of each job you apply for. Only those selected to participate in the recruitment process will be contacted.

Applications are accepted online at kamloops.ca/careers.