

BUILD A CITY. BUILD A FUTURE.



Community Services Assistant 2 – Front Desk

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future at the City of Surrey***

SCOPE

As a Community Services Assistant 2, you bring exceptional customer service skills, enthusiasm, and a positive, energetic approach to your work. You thrive in a team environment that values leadership, collaboration, and strong organizational abilities. This is a Regular Part-Time position with a primarily Monday to Friday schedule; occasional evening and weekend shifts may be required to support operational needs.

EMPLOYMENT STATUS

Union - CUPE Local 402 – Regular Part-Time.

RESPONSIBILITIES

- Provide front-line customer service in person, by telephone, and electronically, responding to inquiries related to Healthy Communities programs, services, and the Leisure Access Program.
- Assist clients with program registration, Leisure Access Program applications and renewals, subsidy eligibility requirements, and referrals to community resources and supports.
- Process registrations, memberships, payments, subsidies, and daily cash handling procedures in accordance with established policies and procedures.
- Maintain a welcoming, inclusive, and respectful service environment that supports individuals and families from diverse cultural, social, and economic backgrounds.
- Accurately maintain program records, client information, statistics, reports, and facility logs while ensuring confidentiality and privacy requirements are met.
- Open and secure facilities as required; monitor safety and security situations and respond appropriately in accordance with established procedures.
- Address customer questions, concerns, and complaints in a professional, respectful, and solution-focused manner.
- Perform routine clerical and administrative duties including data entry, document processing, filing, correspondence, and record management.
- Ensure compliance with City policies, procedures, and service standards while supporting Healthy Communities initiatives and objectives.
- Work collaboratively with community partners, recreation staff, and other City departments to support community access and participation in programs and services.
- Perform other related duties as required.

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QUALIFICATIONS

- Completion of Grade 10 or equivalent.
- Emergency First Aid and CPR certification.
- Ability to work independently and as part of a team is an asset.
- Excellent communication skills – both verbal and written is an asset.
- Customer Service Experience is an asset.
- Cash handling experience is an asset.

OTHER INFORMATION

- Number of Job Openings: 1
- Pay Grade: Schedule D
- Hourly Rate: \$25.54

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