
Recreation Facility Clerk Supervisor

DEPARTMENT:	Parks & Recreation – Queensborough Community Centre	STATUS:	Temporary Full-Time (1 Year)
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$31.59 to \$37.08 per hour + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

The City of New Westminster's Parks and Recreation Department is looking for a friendly, organized, patient, and experienced Recreation Facility Clerk Supervisor to join the team at Queensborough Community Centre, a community centre that provides programs and services for all ages, and Queens Park Sportsplex, where our sport and gymnastics programs take place. As a member of the team, you will thrive in a fast-paced recreation environment where excellence in customer service is essential. In this role, you will plan, assign, check, supervise, schedule, and participate in the work of a moderate sized group of staff engaged in front-line services. These include customer service, cashiering, and processing admissions, registrations, and rentals.

Key responsibilities include:

- Preparing and maintaining staff timesheets and other reports for payroll.
- Participating in recruitment and employee performance evaluations
- Assigning shifts and daily duties to staff to ensure smooth front-desk operations.
- Providing information and assistance to the public regarding classes, activities, schedules, fees, refunds, and transfers.
- Balancing and reconciling cash and cheque payments for registrations, fees, and rentals.
- Processions accounts payable and accounts receivable
- Preparing and auditing daily revenue reports.
- Ordering and tracking office supplies
- Training, supporting, and educating staff on the use of Xplor Recreation
- Developing and maintaining procedural manuals and operational guidelines
- Supports aspects of financial and program administration for the Century House partner association.
- Perform other related work as required.

Requirements:

- Completion of Grade 12 or equivalent, including or supplemented by commercial courses- preferably elementary accounting and word processing. Sound related experience, or an equivalent combination of education and experience will be considered.
- Sound knowledge of community recreation principles and objectives.
- Considerable knowledge of business communication and modern office practices and procedures.
- Advanced computer skills relevant to the role, including familiarity with Microsoft Office, Xplor Recreation, Kronos, and POS systems.
- Ability to supervise others effectively, make sound decisions, and resolve problems in accordance with City policies and procedures.

- Ability to assess and implement new or improved systems and processes that increase efficiency, including staffing and facility scheduling.
- Ability to prepare and maintain a variety of records, files and reports.
- Ability to carry out accounting and audit functions for cash receipts from program registrations, bookings, and events.
- Proven ability to meet deadlines and work efficiently during peak times.
- Capacity to learn and train others on a variety of clerical procedures and ensure work is completed accurately and consistently.
- Strong interpersonal and communication skills, with the ability to interact courteously and effectively with the public, staff, and volunteers.
- Ability to perform both supervisory and clerical duties independently, with minimal direction.
- Current First Aid and CPR Certification.
- The successful candidate must be able to pass and maintain a clear Police Information Check with Vulnerable Sector Check.

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by September 24, 2026.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.