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Recreation Facility Clerk Supervisor

DEPARTMENT:	**Parks and Recreation**	**STATUS:**	**Temporary Full Time**
NO. OF POSITIONS:	**One**	**UNION:**	**CUPE, Local 387**
HOURS OF WORK:	**35 hours per week***	**SALARY:**	**$31.59 - $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 Century House. 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 and senior volunteers engaged in front-line services. These include customer service, cashiering, and processing admissions, registrations, and rentals.

This is a temporary full-time position for approximately one year.

Key responsibilities include:

- Preparing and maintaining staff timesheets and various 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.

If you have the following qualifications and attributes, we want to hear from you:

- 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.
- 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 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.
- 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 November 18, 2026.

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.

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

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 unsurrendered 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.