*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 Part-Time Customer Service Representative
Job Number: J1026-0428
Department: Community Operations Services
Branch: Recreation Services
Location: Recreation Facilities
Posting Start Date: 2026/11/06
Posting End Date: 2026/11/17 by 4:30pm
Employment Group: 251
Salary Grade: 4 – $31.76 - $35.30 per hour
Standard Weekly Hours of Work: Up to 24
Shift Work Required: Yes

Reporting to the Supervisor, Recreation Client Services, the Customer Service Representative provides front line customer service and administrative support at Recreation facilities across the City of Oshawa.

Responsibilities:

- Provide effective and efficient customer service to internal and external customers. Including front line customer service, answering the telephone, monitoring email inboxes, responding to inquiries, and complaints about any facet of Recreation Services
- Receive and process program registrations, membership applications, and facility bookings
- Process payments and perform cash handling, reconciliation and deposit functions using the point-of-sale system (POS) and recreation software program (IntelliManager)
- Respond to facility incidents, emergencies and operational issues and escalate matters as required
- Provide administrative and resource assistance as required
- Support and demonstrate the City of Oshawa core values of Authenticity, Courage and Trust
- Perform other related duties as assigned

Requirements:

- Completion of an Ontario Secondary School Diploma (OSSD) or academic equivalent, plus two (2) years of relevant customer service experience, one (1) of which is within a recreation environment. Preference may be given to candidates who possess a post-secondary certificate or diploma in a relevant field (Administrative, Business, Communication, or Recreation programs). An

equivalent combination of relevant experience and education will also be considered
- Ability to handle and reconcile cash transactions and work with numerical figures
- Demonstrated customer service experience and communication skills, with the ability to respond courteously to inquiries by telephone, in person and in writing
- Established skills and experience using a variety of software applications (Microsoft Office Suite, IntelliManager or other registration software and IntelliPOS)
- Current certification in Standard First Aid, CPR (Level C), and AED or be willing to obtain and maintain
- Ability to work independently with frequent interruptions, in a multi-task environment in order to meet all service level standards
- Possess personal qualities of maturity, tact, discretion and be willing to work in a team environment with a cooperative attitude
- Ability to respond on short notice and work shifts, including evenings, weekends and on holidays

As a condition of employment, the City of Oshawa will require successful candidates to provide a Criminal Records Check with Vulnerable Sector Search.

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.

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.