



Part-time Customer Service Representative

The Town of Bradford West Gwillimbury's Leisure Centre includes two NHL sized ice rinks, a gymnasium, community program rooms, fitness centre and a state of the art aquatics centre with an eight lane competitive/lap pool, leisure pool with aquatic features and a relaxation/therapy pool. The Community Services Department is looking for energetic, highly motivated and organized individuals to join their team in a permanent part-time capacity.

Reporting to the Administrative Coordinator, the Part-time Customer Service Representative is responsible for providing front line customer service to patrons and residents.

Duties and responsibilities:

- controls/permits public access to various areas within the facility such as the pool and fitness centre
- responds to general inquiries from the public, facility users and program participants.
- processes drop-in admissions, program registrations and membership sales
- cashiering duties for facility admissions and registration payments using point of sale software
- performs reception duties for all program areas and queries

Key Competencies and Qualifications:

- One year of relevant work experience, including customer service in a busy, high volume facility
- Minimum of an Ontario Secondary School Diploma
- Demonstrated knowledge of computerized registration and membership processing systems (Experience with ACTIVE network registration system is an asset)
- Cash handling experience in a high-volume computerized environment,
- Demonstrated proficiency with information technology.
- Candidates must be able to promote a culture of inclusiveness and work with a diverse population of employees, participants, agencies and the public.
- Ability to communicate effectively, professionally and courteously with all levels of staff, external contacts and the general public, and be productive in a customer service team environment.
- Candidates will be required to provide a Vulnerable Sector Screening upon hire.

The successful candidate must be available to work flexible hours and/or shifts including early mornings, evenings and weekends.

The Town offers an hourly wage of \$17.34 for this position.

To explore this challenging opportunity further, we invite qualified applicants to forward their resume and cover letter in confidence, quoting the file number **2023-CS03** by **March 24, 2023** to:

Town of Bradford West Gwillimbury, Human Resources Department,
125 Simcoe Road, P.O. Box 160, Bradford, Ontario L3Z 2A8
Fax: 905 775-8633 or email hr@townofbwg.com

We thank all applicants for their interest. However, only those being considered for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act, and will only be used for candidate selection.

The Town of Bradford West Gwillimbury is committed to equity in employment. As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. We encourage applications from Indigenous peoples, racialized people, persons with disabilities, and those who identify as LGBTQ2S+.

The Town of Bradford West Gwillimbury is committed to providing accommodations based on any human rights protected grounds and in accordance with the AODA, throughout the recruitment and selection process. If you require accommodation, please notify us when contacted for an interview and we will work with you to meet your needs.