



EMPLOYMENT OPPORTUNITIES

The Town of Pelham' Recreation, Culture and Wellness Department is now accepting applications for the following position:

Permanent Part-time Customer Service Representative

Reporting to the Recreation, Culture and Wellness Programmer, this position will provide customer service to the public by in person counter service and via telephone correspondence. Located at the Meridian Community Centre, this position will be the front-line contact for all requests.

Duties Include:

- Handling customer requests, taking complaints, answering phone calls and assisting with forms and applications ensuring prompt customer service delivery.
- Booking camp and swim registrations through Active Net and receiving payments.
- Remaining up to date on policies and events in order to relay accurate information and respond to any and all customer queries.
- Acting as liaison between staff and customers at the counter and on the phone.
- Processing payments and producing accurate daily cash receipts.
- General cleaning duties.
- Any other duties as assigned.

The successful candidate will possess the following:

- Strong written and verbal communication skills
- Ability to multi-task and excellent organizational skills
- Strong interpersonal skills; capable of working with a diverse staff to achieve desired results professionally and efficiently.
- Excellent customer service

Salary – \$14.28/hour (Part-time)

Resumes must be submitted directly to Brianna Langohr, Human Resources Coordinator at hr@pelham.ca by **9:00 am on September 28, 2020**. Submissions are accepted under Career Opportunities under the Town Hall menu.

In accordance with the Accessibility for Ontarians with Disabilities Act, if you require this document or any additional documents in an alternative format, please contact our office at 905-892-2607, ext. 315. Should you require any special accommodations in order to apply for a position or interview for a position with the Town of Pelham, we will endeavor to make such accommodations.

We thank each applicant for taking the time and effort to submit their resume, however, only candidates to be interviewed will be contacted.

In accordance with the Municipal Freedom of Information & Protection of Privacy Act, all information is collected under the authority of the Municipal Act, 2001, and will only be used during the selection process for the subject posting.