



EMPLOYMENT OPPORTUNITY

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

Part-time Customer Service Representative (4 Month Contract)

Reporting to the Recreation Facilities Coordinator, 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:

- Screen all individuals entering the Meridian Community Centre (MCC) for proof of vaccination or equivalent documentation and for symptoms of COVID-19 based on the provided screening guidelines.
- Ensure all visitors entering the MCC follow proper precautionary measures and wear appropriate personal protective equipment when required.
- Handle customer requests, take complaints, answer phone calls and assist with forms and applications ensuring prompt customer service delivery.
- Book camp and swim registrations through Active Net and receiving payments.
- Remain up to date on policies and events in order to relay accurate information and respond to any and all customer queries.
- Act as liaison between staff and customers at the counter and on the phone.
- Process payments and producing accurate daily cash receipts.
- General cleaning duties.
- Any other duties as assigned.

The successful candidate will possess the following:

- Excellent customer service
- 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.

Salary – \$17.00/hour (Part-time)

Please note that the Town of Pelham requires all new hires to be fully vaccinated against COVID-19, and provide proof thereof except those with a medical or bona fide Human Rights Code exemption.

Resumes must be submitted directly to Brianna Langohr, Human Resources Coordinator at hr@pelham.ca **by 9:00 am on Monday, October 25, 2021.**

The Town of Pelham is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments.

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.