



Facility and Permits Administrative Clerk

Community Services

Permanent Full-Time

The Opportunity

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

The Portfolio

Reporting to the Manager of Recreation Services, the Facility and Permits Administrative Clerk is responsible for processing and administering high-volume and complex facility bookings, including seasonal allocations, recurring rentals, single events, and permits for major user groups.

This position also supports frontline customer service staff by providing guidance, training, and assistance with complex inquiries, while contributing to the coordination of community services projects and initiatives.

Key Responsibilities:

- Administer seasonal and recurring facility bookings and rental agreements for community organizations and user groups.
- Prepare and issue permits, contracts, and schedules for arenas, sports fields, gymnasiums, and multipurpose spaces.
- Promote available facility times and maintain accurate records in ActiveNet.
- Provide excellent customer service by resolving escalated inquiries and supporting frontline clerks.
- Support the coordination and delivery of Community Services projects and events.
- Track and compile facility utilization, revenues, and performance metrics for management reporting.
- Maintain organized records and assist with clerical procedures, reconciliations, and program registrations.
- Ensure work is performed in compliance with health and safety and municipal policies.

The Candidate

As a candidate for this position, you possess a post-secondary diploma in Recreation & Leisure Services, Business or Office Administration, Sport Management, or a related discipline, along with a minimum of three (3) years of recent and relevant experience in a comparable role. You have excellent customer service and administrative experience, preferably in municipal and/or recreational setting.

Working for the Town of Grimsby

The Town of Grimsby offers candidates for this position a competitive employment package that includes an annual salary range between **\$56,532-\$67,780**.

The Town of Grimsby is a progressive employer committed to supporting employees' work-life balance while also fulfilling business goals and providing a high-performance work environment. The Town also supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees and flexible working arrangements.

Employee Perks

At the Town of Grimsby, we invest in our people and provide a workplace that fosters growth, well-being, and work-life balance. Our employees are at the heart of everything we do, and we are proud to offer a supportive and rewarding environment with benefits that go beyond the basics:

- ✓ Complimentary access to recreation facilities, including the fitness centre
- ✓ Three personal float days each year for flexibility and balance
- ✓ Flexible work arrangements available to promote work life balance
- ✓ Industry-leading benefits covering health, dental, and wellness support
- ✓ Corporate training and career development programs to support lifelong learning
- ✓ A collaborative, inclusive workplace that values innovation and service excellence
- ✓ Opportunities to engage with the community and make a meaningful impact
- ✓ Employee recognition programs that celebrate achievements and contributions
- ✓ A secure pension plan to support long-term financial well-being

More than a job. A place to grow, belong, and thrive.

How to Apply

If you are excited by this opportunity, we are excited to hear from you!

We invite you to submit your application to hr@grimsby.ca by **November 3, 2025, at 4:30 PM**. Please quote the posting number in the subject line. A full job description can be found below.

Posting #: 47-2025

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources (hr@grimsby.ca) to make appropriate arrangements.

The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.



JOB POSTING

Facility and Permits Administrative Clerk

Community Services Department

1. Facility Bookings and Allocation (50%)

- Process and administer seasonal allocations and recurring rental agreements for large user accounts such as sport organizations and community groups.
- Prepare, issue, amend, and finalize permits and contracts for high-value or recurring bookings.
- Facilitate facility scheduling for arenas, sports fields, gymnasiums, multipurpose rooms, and parks in line with municipal policies and equitable access principles.
- Forecast and promote available facility time to encourage additional rentals.
- Maintain facility booking records in ActiveNet, ensuring accuracy, consistency, and updated client accounts.
- Liaise with internal staff and operations teams to ensure each booking is accurate and that facilities are prepared for use.

2. Customer Service (30%)

- Respond to escalated customer service inquiries related to facility permits, rentals, and scheduling.
- Provide guidance, training, and support to frontline customer service representatives, ensuring consistent application of booking policies and customer service practices.
- Support frontline customer interactions in-person, by phone, and online as required.
- Address and resolve issues professionally, referring matters beyond policy or requiring discretion to the Manager of Recreation Services.

3. Administrative Support (20%)

- Track and compile facility utilization data, revenues, and service delivery metrics; prepare detailed reports with accurate data for management review.
- Maintain accurate records, files, and system entries in compliance with municipal procedures and retention guidelines.
- Support the development and updating of clerical booking and customer service procedures.
- Assist with reconciliations, revenue entries, and program registrations as needed.
- Support the coordination and delivery of Community Services projects and events.

4. Other

- Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures, and guidelines.
- Other related duties, as assigned.

The successful candidate will possess the following:**Education**

- Post-secondary diploma in Recreation & Leisure Services, Business or Office Administration, Sport Management, or related field.

License, Registration and Training

- Police Vulnerable Sector Check (Level 3) or Judicial Matters Check to the satisfaction of the Town.
- Standard First Aid, CPR-C, and AED certification (or ability to obtain within 60 days).

Experience

- Three (3) years of progressive customer service and administrative experience, preferably within a municipal, community services, or recreation environment.
- Demonstrated experience processing seasonal or recurring bookings and allocations for large user groups such as sports organizations and community associations.
- Experience in project management and/or supporting project teams.
- Experience in preparing reports and correspondence related to the job duties indicated above.

Knowledge/Skills/Abilities

- Strong organizational and project management capabilities.
- Excellent customer service orientation and conflict-resolution skills.
- Effective verbal and written communication with attention to detail.
- Ability to coordinate and support the frontline recreation customer service team.
- Financial literacy related to cash handling, reconciliations, and reporting.
- Proficiency with recreation management software (ActiveNet preferred).
- Strong proficiency in Microsoft 365, particularly Excel for tracking and reporting.
- Data management and analysis capabilities, including statistics analysis experience.

A combination of education, training, and experience may be considered.