



Customer Service Representative, Parks and Recreation

Part-Time Casual

Launch Your Career with the Town of Grimsby!

Are you a looking to gain valuable municipal experience while making a difference in your community? The Town of Grimsby is looking for a part-time Customer Service Representative at our new Major Refrigeration Peach King Centre (MRPKC), in this exciting role you will provide exceptional customer service to our valued Grimsby residents and customers.

The Town of Grimsby is a community that blends innovation, natural beauty, and historic charm. Located on the shores of Lake Ontario in the Greater Toronto and Hamilton Area, Grimsby offers waterfront living, vibrant neighbourhoods, active lifestyles, and access to Niagara's wineries, agriculture, cuisine, and world-class attractions.

Behind everything that makes Grimsby such a great place to live is a dedicated team of municipal employees who help keep the community thriving. Working in municipal government means being part of something bigger, the work you do has a real impact on residents every day.

If you're looking to gain practical experience, build your professional skills, and contribute to a community you can be proud of, this opportunity is for you.

Customer Service Representative Opportunity

The Customer Service Representative, Parks and Recreation, is responsible for providing front desk customer service, reception, administrative, operational and programming support for the Community Services department. The position receives facility rental bookings, carries out permits, and processes program registrations and point of sale purchases at the Major Refrigeration Peach King Centre and Livingston Activity Centre.

What You'll Do

Front Desk Reception and Customer Service

- Provides customer service at front reception desks, including answering phones, walk-in inquiries and responding to general emails.
- Provides information regarding rentals, program registrations, parks, facilities and recreation general questions and concerns, employment opportunities, events, schedules (e.g. public skating) and other inquiries.
- Maintains up to date knowledge regarding Town of Grimsby Community Services programs and activities using the Town of Grimsby website, leisure guide, Activenet system, program and activity schedules and internal contacts who coordinate the programs, events and schedules.
- Appropriately directs inquiries or follows up when unable to provide information or services requested.

- Completes program registrations including fitness memberships, sales (e.g. skating, fitness), kids camp programs, seniors programs, weekly activities and other various community/public programs, and/or troubleshoots online registration issues, mindful of application deadline windows.
- Registers memberships and processes drop-in fee payments by cash, cheque, credit card, payments on accounts, and administers fee assistance programs, as applicable.
- Communicates with program registrants about registration changes and program information using various methods including the website, email and phone calls, as appropriate based on the situation.
- In the event of an emergency, follows emergency response protocols according to training.

Facility Rentals

- Prepares and coordinates facility rentals including receiving inquiries and answering questions about available rentable spaces and the rules for the area.
- Communicates with renters about the requirements and payment for use of space.
- Ensures all necessary permit documentation, including Special Occasion Permits, Insurance Certificates, and other requirements as per the Facility Rental Guidelines are satisfied.
- Addresses any questions, concerns or other needs of renters appropriately.

Administration and Cash Receipting

- Takes inventory of office supplies and assist with purchase order, gathering product quotes and other departmental purchasing tasks.
- Reconciles previous evening/weekend cashier statement and generates bank deposits
- Performs cash out and till balancing
- Maintains various records including attendance, ticket sales, and group lists
- Assists with advertising efforts of the department through development and distribution of flyers, calendars, newsletters, website postings and updates.
- Updates information boards including the roadside sign, internal signage and other advertising/promotions items.

What You Bring

- Secondary School Diploma.
- One (1) year of recent related experience in an office clerical position working with various software and customer service.
- Flexible schedule and willingness to pick up shifts when needed.
- Excellent customer service skills.
- Ability to multi-task in a fast paced environment.
- Knowledge of point of sale systems and payment processing by cash, credit, debit or cheque.
- Intermediate level knowledge of MS Office Suite including Word, Excel and Outlook, as well as Publisher or other website software.
- Accuracy and attention to detail.
- Excellent organizational skills.
- Ability to handle complaints and client concerns.
- Excellent problem solving skills.
- Some knowledge of accounts receivable software (e.g. Activenet).

Additional Requirements

- Standard First Aid and CPR/AED certification.
- Police Vulnerable Sector Check (Level 3) or Judicial Matters Check to the satisfaction of the Town.

Position Details

- **Hours:** Up to 24 hours per week, primary work hours are weekday evenings and weekends.
- **Status:** Part-Time Casual
- **Location:** Major Refrigeration Peach King Centre

This position offers a great opportunity to build your customer service skills, gain practical municipal experience, and contribute to a thriving community.

Hourly Rate: \$24.52 per hour (2026 Rate)

How to Apply: If you are excited by this opportunity, we are excited to hear from you! We invite you to submit your cover letter and resume to hr@grimsby.ca

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

The Town of Grimsby is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection processes, and work environment. We 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. Please contact the Office of Human Resources, hr@grimsby.ca if you need assistance.

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.