



## THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

### CUSTOMER SERVICE REPRESENTATIVE - PART TIME

The Township is seeking a qualified candidate to fill the position of Customer Service Representative - Part-Time, who is eager to provide exceptional customer service at the Centre Wellington Community Sportsplex and Fergus Grand Theatre, along with accepting opportunities to provide customer service support in other areas of Community Services. The Customer Service Representative will provide front desk reception, registration and information services in line with public access to programs and facilities. Candidates must be able to work evenings and weekends.

#### **Duties & Responsibilities:**

- Answers the telephone and greets visitors as the first point of contact for community service patrons, users and the public. Treats all enquiries with discretion, respect and courtesy while using a business-friendly welcoming tone.
- Selling of Theatre tickets through the TixHub box office system for upcoming events, with sales taking priority over other duties.
- Provides information about parks and recreation services, theatre events, programs and facilities and refers detailed and special requests to appropriate staff. Provides tours of facilities.
- Responsible for the ongoing maintenance and upkeep of several different databases used to contact patrons, rental clients, and volunteers, ensuring they are accurate, current, and in compliance with Canada Anti-Spam Legislation requirements.
- Assists with the maintenance of the Calendar of Community Events - a quarterly publication that is being continuously updated to keep pace with community activities as well as parks and recreation programs, events and facilities.
- Assists with the development of outreach programs for the theatre, and to provide marketing support (research, poster distribution, cold-calling, etc.) for the FGT presenting series. Supports with maintaining the departmental website and supports the promotion of the department's activities.
- Assists the Theatre Coordinator with volunteer recruitment, training, and support, to ensure volunteer requirements of each event are adequately met.
- Participates, as a full member of the Community Services team that promotes mutual support and learning, improving business practices and relations with users.
- Performs other related duties as assigned.

**Qualifications:** Minimum Secondary School Education and Diploma along with one (1) year of public office experience which features direct public and customer contact. Strong computer skills are a must and include knowledge of MS Office Word, Excel and Publisher. Understanding of the Active Net computer and/or TixHub box office system is an asset.

**Salary & Benefits:** This position works approximately 10-15 hours per week, between Friday and Sunday, with additional hours during the week as needed to cover departmental needs. Current salary is \$19.24 to \$23.04 per hour [2019 rates].

#### **How to Apply:**

Township of Centre Wellington, 1 MacDonald Square, Elora, ON N0B 1S0  
Attn: Sandra Schulz, Manager of Human Resources  
Via email: [careers@centrewellington.ca](mailto:careers@centrewellington.ca)

**Deadline to Apply: Friday, April 26, 2019**

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at [www.centrewellington.ca](http://www.centrewellington.ca) and search the Job Opportunities link. Please submit your cover letter and resume in one document in .PDF format.

*Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance. We thank all those that apply; however only those candidates selected for an interview will be contacted.*