



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

INFORMATION SERVICES ASSISTANT

COMMUNITY SERVICES - TOURISM

TEMPORARY, PART TIME (2 VACANCIES)

7 Month Contract (Until December 2026)

The Township of Centre Wellington is a thriving, fast-growing community of approximately 35,000 residents, uniquely blending the charm of rural living with the conveniences of nearby urban centres like Guelph and Kitchener-Waterloo. Surrounded by stunning natural landscapes and known for its vibrant arts and festival scene, historic character, and year-round recreational opportunities, our community offers an exceptional quality of life for residents and visitors alike.

The Information Services Assistant effectively delivers tourism and community information to all visitors, residents and tourism partners of the local community.

Main Duties and Responsibilities

- Engages with the public through front desk reception, emails and telephone enquiries, providing recommendations and timely, accurate responses to ensure a positive experience.
- Maintains a daily statistics sheet which collects information on the number of visitors to the Information Centre and the purpose of their visit.
- Maintains resource materials at different locations within Centre Wellington.
- Organizes, inventories and updates local events, attractions and local publications.
- Works with community partners to create a user-friendly tourism and visitor tracking program.
- Ensures display and seasonal bulletin boards are current and updated.
- Responsible for the use of equipment, and the operation of systems and procedures that contribute to customer service related to information, local businesses and service.
- Collaborates with accommodation providers, restaurateurs, retailers and various community groups to inform of seasonal and signature events.
- Works as a Community Event Supporter, and liaison with various community events as well as provide information resources when applicable.

Minimum Qualifications and Requirements

- High school diploma or currently enrolled in high school
- Excellent knowledge of Elora, Fergus, Centre Wellington and Wellington County
- General knowledge of community events in Centre Wellington
- Knowledge of Community Service operations, its program and facilities, local attractions, visitor enquiries and recognizing appropriate persons to contact for assistance and connection between township and community activities and events
- Excellent knowledge of applicable computer software and programs, and basic office administration skills
- Ability to work alone, independently and as part of a team
- Communications and public relations skills and ability to convey a welcoming tone to telephone enquiries and visitors
- Excellent customer service skills
- Availability to work evenings, weekends, and holidays is required

Work Location: Elora & Fergus Tourism Information Centre (10 East Mill Street, Elora)

Hourly Wage: \$18.11 (2026 Rate)

How to Apply: Interested applicants are requested to submit a **single document** that includes their resume (required) and optional cover letter in MS Word or PDF format by email to careers@centrewellington.ca by **April 30, at 11:59 p.m.** Please quote job posting '2026-33' in the subject line.

The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. We thank all those that apply; however, only those candidates selected for an interview will be contacted. **No phone calls please.**

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. The Township of Centre Wellington is committed to an inclusive, barrier-free recruitment process. If you require accommodation at any stage, please contact us at hr@centrewellington.ca

The lands we know today as the Township of Centre Wellington have been home to Indigenous peoples since time immemorial. We acknowledge that we are on the treaty lands and traditional territory of the Anishinaabe and the Haudenosaunee ([read more](#)).