



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

INFORMATION SERVICES ASSISTANT TEMPORARY PART TIME (UNTIL DECEMBER 2025) COMMUNITY SERVICES – TOURISM

The Township of Centre Wellington is a thriving and growing community of 31,000 residents with diverse urban and rural settings. Its close proximity to Guelph and Kitchener-Waterloo, diverse economy, active arts community and renowned natural features are among its many lifestyle advantages.

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

Major Duties & Responsibilities:

Customer Service

- 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.

Material and Administration

- Ensures display and seasonal bulletin boards are current and updated.

Community Engagement

- 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

Qualifications & 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

Hourly Wage: \$17.75 per hour [2025 rate]

How to Apply: Interested applicants are invited to submit ONE document, including a Resume (cover letter optional) in MS Word or PDF format by email to careers@centrewellington.ca by May 28, 2025, at 11:59 p.m. Please quote job posting 2025-37 in the subject line.

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 and search the Job Opportunities link. 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. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.