



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

CUSTOMER SERVICE REPRESENTATIVE TEMPORARY, PART TIME (1 VACANCY, 15 HOURS PER WEEK)

Join the Township of Centre Wellington where you can make a meaningful impact in a thriving, innovative, and welcoming community. As the largest municipality in Wellington County, Centre Wellington combines the charm of rural living with the vibrancy of urban life, offering an exceptional quality of life for residents and visitors alike. Our organization values integrity, collaboration, and innovation. Here, you'll be part of a dynamic team delivering services, driving creative initiatives, and shaping a future where everyone feels connected and supported. Discover your opportunity to grow, lead, and belong at Centre Wellington.

The Customer Service Representative is responsible for providing front desk reception, registration, and information services to ensure public access to programs and facilities. This position provides clerical and support services to ensure that systems and procedures are maintained for the effective operation of programs and facilities.

Main Duties and Responsibilities

- Greets visitors and respond to inquiries by telephone, email and in-person. First point of contact that community service patrons, users, and the public have with the department. Treat all inquiries with discretion, respect, and courtesy.
- Processes admissions, memberships, program registration, and product sales.
- Provides information regarding community services, programs, and facilities. Refer details and special requests to appropriate staff.
- Explains services, programs, events, and the use of facilities.
- Maintains awareness of staff whereabouts at all times so that prompt contact can be made between program and facility providers.
- Uses of required computer programs to ensure accurate patron and facility management (i.e., inputting program and/or event information, registrations, and related problem solving). Thorough knowledge of software programs and its application to users, patrons, and the public is required.
- Maintains reliable records and documents that track the uses, times, locations and management of bookings, schedules, registrations, and program attendance.
- Assists in creating and proofreading marketing material, both in print and online.
- Maintains information Kiosks (in print and digital formats) with updated community service brochures and notices.
- Maintains inventory and order office and programming supplies as needed.
- Assists and collaborate with other staff and volunteers in all aspects of job duties.
- Responsible for customer service desk cash handling and end of shift reconciliation.
- Assists in maintaining the department website and support the promotion of the department's activities.
- Provides back-up administrative support in all Community Services Divisions at all times the Department is open for business (i.e. facility bookings, etc.).
- Maintains skills and knowledge at with continuous training and development through courses and workshops offered throughout the course of employment.
- Assists with opening and closing facilities and perform facility checks if required.
- Assists with the set up and take down for programs and events as needed.
- Assists staff, volunteers, and conveners with a variety of duties.

- Performs other related duties that are assigned by the Department Manager or their delegate.
- Supports all staff within Community Services as required.

Minimum Qualifications and Requirements

- Ontario Secondary School Diploma (or equivalent), or an equivalent combination of training and customer service experience.
- Previous experience working in a customer service environment.
- Strong computer skills (Microsoft office suite, registration software)
- Excellent communication skills
- Clerical and office administration skills
- Knowledge of the Township of Centre Wellington operations, its programs and facilities, and people to contact for assistance is an asset.
- Knowledge of the connection between township and community activities, attractions and events is an asset.
- Ability to work independently without direct supervision as well as part of a team.
- Flexible to work in several locations within the Township.
- Ability to adapt to unpredictable changes in the workplace.
- Communication and public relations skills and the ability to convey a welcoming tone to telephone enquiries and visitors.
- Excellent customer service skills.
- Must hold or be willing to obtain a current Emergency First Aid, and CPR & AED certification.
- Hours of work and schedule is determined by programs and events and is dependent upon Customer Service Representative availability. Customer Service desks are open daily between the hours of 8:30 a.m. – 8:00 p.m. Flexibility to work evenings and weekends is required.

Work Location: Primary work location is Township of Centre Wellington Community Services customer services desks, including Centre Wellington Community Sportsplex, Jefferson Elora Community Centre, Victoria Park Senior Centre, and the Fergus Grand Theatre. This position may also provide back up support to other Community Service Customer Service locations such as Centre Wellington Tourism, and the Fergus Fire Hall.

Hourly Rate: \$23.67 (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 **August 3, 2026, at 11:59 p.m.** Please quote job posting '2026-51' 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](#)).