

King is Hiring
Facility Customer Service (Contract)

King Township is an idyllic countryside community of communities, proud of its rural, cultural, and agricultural heritage. We are respected for treasuring nature, encouraging a responsible economy, and celebrating our vibrant quality of life. As an organization, we are focused on providing superior customer service, quality programs and services, progressive leadership, responsible management, and staff that is empowered to achieve personal and organizational excellence in the delivery of municipal services.

Reporting to the Supervisor of Community Engagement, the Facility Customer Service staff are responsible for the following:

- Provides front line customer service and screening of all facility patrons
- Address customer concerns with minimal assistance and escalate issues to Coordinators and Supervisors when appropriate
- Assist with program registration including transfers, processing fees, maintaining appropriate class lists, assisting registrants with alternate choices, preparing confirmation of enrolment notices and all associated reconciliation of funds
- Perform cashier duties for facility admissions and expenses, memberships, registrations, events and facility booking including recording money received, using a POS system, making change/processing credit/debit card payments and balancing cash
- Provides reception services and general information to the public regarding the Township of King, the Community Services department and all programs, registrations, facility bookings, swim and skate times, memberships, community group contacts and refer detailed inquiries to the appropriate staff.
- Compile user statistics and maintain files and records as assigned.
- Performs other duties as assigned.

The successful applicant will possess:

- Ontario Secondary School Diploma (Grade 12).
- Minimum of one (1) year of previous related experience in an office or recreation setting.
- Strong knowledge of Microsoft Office Software.
- Working knowledge of registration software considered an asset.
- Strong organization and communication skills.
- Cash handling experience.
- Ability to multi-task and adapt to changing priorities.
- Ability to problem solve and work both independently and as part of a team.

Hourly wage range: \$14.25 - \$16.00

Qualified candidates are requested to forward their resume by **4:30PM on August 11th** to:
Human Resources
2585 King Road, King City, Ontario, L7B 1A1
E-Mail: hr@king.ca

Please visit www.king.ca for full job posting. *We thank all applicants and advise that only those selected for an interview will be notified.*

Personal information (PI) is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25 and will be used to facilitate the hiring and recruitment process. Personal information (PI) will be protected in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Questions about the collection of personal information (PI) should be directed to the Human Resources Department, 2585 King Road, King City, L7B 1A1 or (905) 833-5321

We are an Equal Opportunity Employer. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code, the Township of King will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Township Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.