



King is Hiring
Customer Service Representative – Community Services

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 Active Living and Aquatics, the Customer Service Representative – Community Services is responsible for the following:

- Provides front line customer service and general information to the public regarding the Township of King and the Community Services department including information pertaining to programs, registrations, facility bookings, swim and skate times, memberships, and community group contacts
- Address customer concerns with minimal assistance and escalate issues to Coordinators and Supervisors
- Assist with program registration including transfers, processing fees, maintaining appropriate class lists, assisting registrants with alternate choices, preparing confirmation of enrollment notices and all associated reconciliation of funds
- Perform cashier duties and follow all cash handling and deposit procedures
- Perform telephone answering services and listen and respond to voicemail messages
- Other duties and responsibilities as assigned.

The successful applicant will possess:

- Ontario Secondary School Diploma (grade 12)
- Minimum of one (1) year previous related experience in office or recreation setting
- Working knowledge of MS Office (Excel, Word, Outlook)
- Working knowledge of Xplor Recreation registration software considered an asset

Wage Rate: \$19.00 per hour (2022 rate)

This position is subject to providing proof of full vaccination against COVID-19 in alignment with the Township Policy ADM-POL-163, COVID-19 Vaccination. Successful candidates will be required to be fully vaccinated with a Health Canada or the World Health Organization approved COVID-19 vaccine series with the final dose at least 14 days prior to your start date. To maintain ongoing fully vaccinated status, the successful candidate must also receive each dose/booster that may be required or recommended by Public Health. The Township will consider cases requiring accommodation as stipulated by relevant employment standards legislation or regulation and/or the Ontario Human Rights Code.

Qualified candidates are requested to forward their resume by **December 9, 2022** by **4:30pm** to:

Human Resources
2585 King Road
King City, Ontario
L7B 1A1
E-Mail: hr@king.ca

Please visit www.king.ca for full job description.

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.