

***King is Hiring***  
**Supervisor of Customer and Guest Services (ServiceKING)**

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 making life better in King, and enriching the lives of all those who live, work, and visit King Township by providing quality services and experiences.

Reporting to the Manager of Facility Services, the Supervisor of Customer and Guest Services (ServiceKING) is responsible for the following:

**Operational Excellence**

- Oversee daily front-line customer and guest service operations at all service points.
- Ensure consistent application of ServiceKING standards.
- Support implementation of new technologies and systems for service delivery.
- Support point-of-sale system implementation and staff proficiency.
- Maintain accurate records of service interactions and staff activities in CRM.
- Utilize CRM systems to track customer and guest interactions, service requests, and resolutions.
- Regularly monitor, analyze, and report on service metrics, customer satisfaction, and guest experience data.
- Identify trends and recommend service improvements based on CRM data.
- Effectively deploy physical and human resources to meet operational needs and requirements.
- Support, produce, and accomplish outcomes outlined in the Corporate Strategic Plan (CSP).

**Team Leadership and Development**

- Oversee and manage day-to-day supervision and activities, including planning, work distribution, and training, related to assigned ServiceKING teams.
- Prepare and/or authorize staff work schedules. Verify, approve, and submit staff schedule and payroll data.
- Develop work plans and allocate resources to ensure services levels meet the needs of internal/external customers and the community.
- Foster a collaborative work culture, encouraging innovation and open communication, while valuing diversity and promoting teamwork.
- Provide leadership and oversight in the development and implementation of communications, performance measures, and best practices for all ServiceKING initiatives.
- Lead the strategic setup, recruitment, and on-boarding of a high-performing team.
- Design and implement effective training programs for continuous development, tailoring training initiatives to address the specific needs of full-time, part-time, and contract staff.
- Provide coaching, mentorship, and performance management.
- Instill a commitment to excellence and continuous improvement within the team.
- Ensure each team member understands and aligns with the organizational, departmental, or divisional goals and objectives.
- Make recommendations to the Manager regarding division staffing levels, business unit organizational structure changes and coordination and assignment of new service initiatives.

**Customer & Guest Service Delivery**

- Address and resolve escalated customer and guest service concerns professionally and promptly, including coordination with other divisions/departments as required.
- Lead service improvement initiatives and contribute to strategic planning.

## Compliance, Safety and Reporting

- Monitor service delivery for compliance with legislative requirements, Township policies, AODA, and health & safety standards.
- Conduct regular audits of service delivery and recommend enhancements.
- Ensure all services provided by ServiceKING are completed within legislative requirements, operational requirements, and/or corporate standards.
- Conduct risk assessments and develop strategies to protect staff, customers, guests, and assets.
- Prepare reports, presentations, and documentation for senior leadership, committees, and Council.
- Track and report incidents, accidents, property damage, and theft.
- Maintain confidentiality and uphold ethical standards.
- Stay informed about industry best practices and incorporate improvements to enhance team effectiveness.

## Financial & Cash Handling Management

- Oversee all aspects of cash handling procedures across customer and guest service points.
- Ensure accurate collection, reconciliation, and deposit of cash, debit, and credit transactions.
- Implement and monitor financial controls to safeguard Township assets.
- Conduct regular audits and reconcile discrepancies.
- Maintain accurate financial records for all transactions.
- Coordinate with Finance for timely reporting.
- Resolve cash discrepancies or transaction errors.
- Ensure secure storage and transport of cash.
- Assist with budget planning and resource allocation for service areas.
- Manage inventory and supplies related to customer and guest service areas.
- Identify cost-saving opportunities and implement measures to ensure efficient resource utilization.
- Prepare, administer, and oversee approved operating budgets for ServiceKING in alignment with organizational and departmental goals.
- Report monthly on budgetary variances and justifications.
- Ensure strict adherence to financial regulations, policies, procedures, and standards.

## Stakeholder Engagement & Communication

- Facilitate collaboration and information-sharing between different departments, divisions, and teams.
- Build and maintain effective relationships with internal, departments and external stakeholders.
- Respond to inquiries from the public, staff, elected officials, and Council in a positive, courteous, and timely manner.
- Participate in corporate projects and initiatives, representing customer and guest service needs.

## Other Duties

- Support emergency response protocols and ensure staff readiness.
- Act as a backup to the Supervisor Business Services (Community Services) in their absence.
- Perform other duties as assigned in accordance with the position.

## The successful applicant will possess:

- Minimum College diploma or University degree in Business Administration, Public Administration, Hospitality Management or related field.
- Minimum five (5) years of progressive experience in customer service, guest services, or municipal operations, including a minimum of three (3) years in a leadership role.
- Experience with Microsoft Dynamics 365 or equivalent CRM systems and customer/guest services

tracking.

- Experience with accounting, cash handling and financial management.
- Strong leadership and team management skills.
- Excellent communication (written & verbal) and interpersonal skills.
- Experience working in union and non-union environments.
- Computer software including MS Office Suite of products (i.e. Word, Excel, Teams, Access, Planner, etc.), work order generation software, Internet, financial software, registration and booking software, social media platforms and other associated software; as well as the ability to organize files electronically and use voicemail systems.
- Experience leading, coaching, motivate, discipline, and develop employees.
- Experience managing multiple projects in a dynamic work environment with a high degree of resourcefulness, flexibility, and adaptability, while using time management and organizational skills to identify priorities and re-arrange work if required to meet identified timelines.
- Establish and maintain working relationships, work collaboratively with internal and external stakeholders, demonstrate interpersonal skills including tact and diplomacy.
- Understand, interpret, and implement financial statements including budgets, forecasts, and variance reports.
- Provide excellent public relations to effectively deal with the public.
- Proven conflict resolution and problem-solving abilities.
- Exercise sound judgement in making decisions and solving problems or situations.
- Work well under pressure and function effectively in a high-volume workplace with time constraints.
- Work in a safe manner and in compliance with the *Occupational Health and Safety Act* and its regulations.

#### Conditions of Employment:

- Required to work in a general office and front-desk environments.
- This position is predominantly in-person, requiring regular attendance at the office and frequent travel to facility locations or job sites.
- Regular interaction with the public, including handling complaints and inquiries.
- Work involves mental and visual concentration with frequent interruptions.
- Must be able to meet set deadlines.
- Occasional evening and weekend work required to support programs and events.
- Flexibility/availability to work and/or respond to after-hours emergencies and special events.
- Available to rotate through scheduled on-call support on evenings, weekends and holidays.
- Valid Class "G" Drivers Licence in good standing and access to a vehicle.
- Must be legally authorized to work in Canada.

**Salary Range: \$91,418.60 - \$111,202.00 per annum**

*Posting is for an existing vacancy.*

Qualified candidates are requested to forward their resume to [hr@king.ca](mailto:hr@king.ca) by **4:30 pm on November 7, 2025**  
Or to Human Resources at 2585 King Road, King City, Ontario, L7B 1A1

Please visit [www.king.ca](http://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](#), the Integrated Accessibility Standards Regulation 191/11 (IASR), 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.*