



*Making life better in King*

**King is Hiring**  
**Customer Service Representative – PT**  
**(Part-time 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 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 Supervisor of Active Living & Aquatics, the Customer Service Representative - PT is responsible for the following:

- Provides front line customer service and general information to the public regarding the Township of King and Community Services department including information pertaining to program, registrations, facility bookings, swim and skate times, memberships and community group contracts and refer detailed inquires to the appropriate staff.
- 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.
- Follow all cash handling and deposit procedures in accordance with the Township of King Policies and Procedures
- Listen to and respond to voicemail messages left in the main facility mailbox (Trisan Centre, TWRC), as required.
- Other duties and responsibilities as assigned.

The successful applicant will possess:

- Ontario Secondary School Diploma (Grade 12).
- Working knowledge of Microsoft Office skills (e.g., Word, Excel, Outlook) with the ability to manipulate data and create spreadsheets.
- Working knowledge of Xplor Recreation Registration Software considered an asset.
- Excellent communication (both oral and written), organization and problem-solving skills, with excellent decision-making capabilities.
- The ability to communicate effectively with all levels of staff, stakeholders, and the general public.
- Valid First-Aid, CPR-C, WHMIS, HIGH FIVE Certification an asset
- A team player with excellent interpersonal skills and the ability to coordinate and guide the work of other departmental staff.
- Ability to analyze problems, identify alternatives and make recommendations to implement procedures and policies.
- Ability to maintain strict confidentiality and unquestionable integrity.
- Cash handling experience.
- Ability to multi-task and adapt to changing priorities. Easily accepts changes in task requirements.
- Works effectively in a fast-paced environment and is open to frequent task requirement changes.

Wage Rate: \$19.00/hour

Qualified candidates are requested to forward their resume to [hr@king.ca](mailto:hr@king.ca) by **4:30 pm on December 20, 2024 at 4:30pm**  
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.*