



The corporation of the Town of Arnprior invites applicants to apply for the position of:
Customer Service Representative

Posting Date: May 26, 2026

Job Type: Part-time / 2 month Fixed Term (possibility of extension)

Work Location: Nick Smith Centre

Wage: \$23.15 - \$27.24/ Hr

Hours: Days, evenings, weekends

Reporting to the Director of Recreation, the Customer Service Representative (CSR) provides customer service support at the front desk of the Nick Smith Centre and basic administrative support to the Recreation Administrator.

The primary responsibilities for this position include (but not limited to) the following:

- Respond to enquiries from the public pertaining to recreation facilities, rentals and programs including registration.
- Handle receipt of cash and accounts receivable for facility services and programs and complete cash reports when required.
- Support the Recreation Administrator with customer service support, administrative functions and special projects as required.
- Receive and document complaints/concerns from the public and direct enquiries to appropriate personnel/department for action.
- Monitor common facility areas for any unsafe activities and/or damage to property and report any concerns.

The successful candidate will have as a minimum the following qualifications:

- Completion of some post-secondary education and/or equivalent.
- Six (6) months of prior work experience in a similar environment.
- Basic mathematical knowledge for financial administration.
- Proficiency in computer skills including the utilization of Microsoft Office Suite (Word, Excel, PowerPoint), and ability to maintain accurate records.
- Strong interpersonal skills and demonstrated ability to maintain a professional demeanor when handling public inquiries and complaints.
- Highly organized with a demonstrated ability to prioritize, set schedules, handle multiple projects and competing demands.
- Ability to obtain a clear Background Check.

Asset Qualifications:

- Working knowledge of specialized recreational software programs and records management.
- Previous work experience in a Municipal environment.
- High Five Certifications.

Interested candidates are invited to submit an application by 3:00pm on June 8, 2026 quoting **Customer Service Representative** attention to Human Resources:

Mail: Town of Arnprior 105 Elgin St. W. Arnprior, ON K7S 0A8

E-mail: hr@arnprior.ca

The Town is committed to maintaining an equitable work environment and welcomes submissions from all qualified applicants. If you require a disability-related accommodation to participate in the recruitment process please email the Human Resources Officer at hr@arnprior.ca

All applicants are thanked for their interest. Internal and external candidates will be interviewed simultaneously. Only the candidate selected for an interview will be contacted. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.