

# Woolwich Township Job Posting

**Date:** February 27, 2026  
**Position:** Customer Service Staff (Part-Time)  
**Wage Rate/Grade:** \$19.00 per hour



The Township of Woolwich is surrounded by the Cities of Waterloo, Kitchener and Cambridge, and the Townships of Wellesley and Mapleton. Woolwich is not only known for its farms and farm markets, but also for its industry, trails and providing a rural lifestyle with all the conveniences of the city. Woolwich is comprised of an extensive rural area along with residential communities and industrial/commercial areas.

Recreation & Community Services is seeking two (2) Part-Time Customer Service Staff to join their team due to vacancies.

## **Purpose of position and profile:**

This position provides administrative support services and excellent customer service for the public and user groups at the Woolwich Memorial Centre.

## **Responsibilities:**

- Provide exceptional customer service to the public, recreation user groups, community groups and other agencies, consistent with Department and Corporate standards
- Processes registrations, memberships and over the counter payment for programs, prepares and balances daily and weekly deposits
- Answers telephone and greet visitors, providing routine information
- Manages records including A/R reporting, and GameDay documentation
- Assists in processing daily schedules for Township recreation facilities, indoor and outdoor, including dressing room assignments
- Assists with the development of promotional materials and special event administration
- Assists with facility rental requests
- Other duties as assigned

## **Required Qualifications, Skills, and Knowledge:**

- Grade 12 education or equivalent
- Valid Standard First Aid and CPR Certification
- Ability to read and communicate fluently in English
- Excellent customer service, interpersonal and communication skills and ability to deal with verbal complaints in an appropriate fashion
- Knowledge of ActiveNet or other Recreation software an asset
- Administrative skills and experience, and handling money an asset
- Interest and general knowledge of recreation activities with a good understanding of the Recreation and Facilities Services operation
- Proficient in computer programs, specifically Windows, MS Word, Excel, Publisher and Outlook
- Ability to work as a part of a team and with members of the public, other Township staff and external agencies as well as the ability to provide quality customer service
- Ability to follow safe and appropriate practices and procedures and exercise sound judgment at all times
- Ability to multi-task in a very fast paced environment
- Ability to organize work and set own priorities

**Working Conditions and Hours:**

- Scheduled on an as needed basis as per department scheduled (hours may vary between 3 - 24 hours per week)
- Must be available to work all shifts, including days, evening, weekends, and holidays
- Expected to work with frequent interruptions from telephone inquiries and visitors to the customer service desk
- Must be able to sit or stand for long periods of time
- Must be able to work in an environment that is noisy, cold, or hot and with crowds

Interested applicants are invited to submit their resume via email to [hr@woolwich.ca](mailto:hr@woolwich.ca) prior to **4:00 pm on March 13, 2026. Please quote job posting 2026-16.**

All applicants are thanked for their interest in these positions however, only those selected for an interview will be contacted.

The Township of Woolwich is committed to diversity and inclusion and offers an accessible workplace. We are an equal opportunity employer and are committed to meeting the needs of applicants during all phases of the hiring process. This document is available in alternate formats, or with accessible communication supports, upon request.