



RECREATION CUSTOMER SERVICE REPRESENTATIVE

About Torbay

The beautiful Town of Torbay is a vibrant community with over 7,899 residents on the Avalon Peninsula of Newfoundland and Labrador. Torbay is home to over 150 businesses, three schools, and numerous community groups. Situated right on the Atlantic Ocean, Torbay offers breathtaking views in a scenic, rural setting. Conveniently bordering the capital City of St. John's, all urban amenities, including major retail centres and an international airport, are within a few minutes' drive.

The Position

Reporting to the Director of Recreation & Community Services, this is a front-line customer service position at the Torbay Common community centre. The successful incumbent must possess strong organizational skills, have the ability to maintain a pleasant manner and be highly motivated to excel in a team environment. Duties include but are not limited to greeting the public, answering general inquiries, directing phone calls, operating point of sale systems, manage facility and event bookings, handling cash and assisting with community programs and event registration.

Weekday, evening and weekend work is required in this position. The hours of work associated with this position will be based on operational requirements and therefore no minimum hours can be guaranteed.

Qualifications & Experience

A diploma or accreditation from a recognized office administration or clerical program of studies, and knowledge and experience in office administration, reception, municipal government and protocols is ideal. Other competencies include experience working in a recreation setting, strong financial administrative skills, engaging with volunteers, demonstrated proficiency in various computer software programs, effective communication skills, strong interpersonal, written and organizational skills. The successful candidate must be able to provide an updated RNC Certificate of Conduct, including a vulnerable sector check.

Application Process

Applications complete with a cover letter and resume can be emailed, in confidence to Mark Whalen, Director of Human Resources at mwhalen@torbay.ca **no later than 4PM on Friday August 16th, 2023.**

The Town of Torbay wishes to thank all interested applicants. Only those selected for an interview will be contacted.