



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

CUSTOMER SERVICE REPRESENTATIVE TEMPORARY PART TIME (UNTIL DECEMBER 2025) COMMUNITY SERVICES – TOURISM AND THEATRE

The Customer Service Representative provides administrative and operational support to different projects and initiatives executed by both Elora & Fergus Tourism and the Fergus Grand Theatre. Reporting to the Tourism and Destination Coordinator and/or the Theatre Coordinator, the Customer Service Representative interacts with the public to present tourism experiences, products, and services, provides information on Theatre shows and events, and performs box office duties.

Major Duties & Responsibilities:

Customer Service

- Engages with the public through front desk reception, emails, and telephone enquiries, providing recommendations and timely, accurate responses to ensure a positive experience.
- Responsible for collecting information to track in a daily statistical sheet, representing the number of visitors to the Information Centre, the purpose of their visit, and other relevant demographical information.
- Provides excellent customer service to all patrons, clients, volunteers, and visitors.
- Provides box office services through the Theatre's TixHub system.

Administration

- Collaborates with other Tourism staff to update and maintain events on the Centre Wellington Calendar of Events. Responsible for collecting event information and details and entering this information on the website.
- Assists with creating and promoting Fergus Grand Theatre's eNewsletters, ensuring they are accurate, current, and in compliance with Canada Anti-Spam Legislation requirements.
- Assists with the ongoing maintenance of various databases managed by both Elora & Fergus Tourism and the Fergus Grand Theatre, including but not limited to Tourism Operators and Stakeholders, Tourism Information Centres, TixHub, Volunteer, and the Grand Fan and the Grand Clientele databases.
- Conducts research on grants and other funding opportunities for Elora & Fergus Tourism and the Fergus Grand Theatre.
- Provides support to the Tourism and Destination Coordinator with Tourism funds management and administration.
- Assists with office administration tasks, including staff scheduling, invoicing, and grant writing.
- Supports the volunteer recruitment process, provides training to Tourism and Theatre volunteers, assists staff with volunteer orientation and coordination efforts, and ensures volunteer requirements for each event are met.

Marketing Initiatives and Material Inventory

- Supports staff in the development and execution of marketing plans for the Fergus Grand Theatre presenting series, with a focus on implementation activities (i.e., organizing poster distribution, contacting niche market clients, and posting free listings).
- Maintains an accurate inventory of all marketing material displayed at both Tourism Information Centres and satellite locations throughout Centre Wellington.
- Regular maintenance of the Tourism Information Centre's brochure racks and information boards, ensuring they are full and current.
- Coordinates the shipping of Tourism marketing material to all tourism outlets and provincial travel centres, as assigned.
- Organizes custom welcome and orientation packages as required.

Special Projects/Events

- Acts as a Tourism Ambassador, providing assistance and recommendations to visitors in locations other than the Tourism Information Centre, such as the Tourism Shuttle Bus, the downtown cores, or event locations as assigned.
- Be available to theatre rental clients to ensure their events run smoothly and address any issues as they arise.
- Collaborate with other Theatre staff to ensure event/show runs smoothly, and coordinating building shutdown at the end of the show.

- Undertakes special projects and performs other duties as assigned.

Qualifications & Requirements:

- High school diploma (or equivalent).
- Six (6) months to one (1) year of work experience in a public office environment with direct public and customer contact.
- Knowledge of the Township of Centre Wellington operations, its programs and facilities, local attractions, visitor enquiries and recognizing appropriate persons to contact for assistance and connection between the Township and community activities and events.
- Familiarity with the performing arts ecosystem (theatre, dance, music, etc.), arts service organizations, and general arts administration best practices.
- Ability to adapt to unpredictable changes in the workplace.
- Resourceful individual with exceptional interpersonal skills and a positive attitude.
- Computer literacy and strong clerical and office administration skills.
- Ability to work independently without direct supervision, as well as part of a team.
- Excellent customer service, communication, and public relations skills.
- Excellent writing and grammar skills, with a keen attention to detail and ability to meet deadlines.

Hours of Work: Four (4) shifts per week, 11:00 a.m. – 4:00 p.m., with weekend availability as needed (subject to adjustments or changes based on operational needs)

Hourly Wage: \$23.21 per hour [2025 rates]

How to Apply: Interested applicants are invited to submit their cover letter and resume combined in one document in MS Word or PDF format by email to careers@centrewellington.ca by March 30, 2025, at 11:59 p.m. Please quote job posting 2025-30 in the subject line.

The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. We thank all those that apply; however only those candidates selected for an interview will be contacted. No phone calls please.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.