

**EMPLOYMENT OPPORTUNITY**  
CENTRE DUFFERIN RECREATION COMPLEX  
Invites Applications for:

**RECREATION ADMINISTRATION & CUSTOMER SERVICE ASSISTANT (1 year contract)**

**Posted:** Monday May 4, 2026

**Job Category:** Part Time

**Wage Range:** \$19.69-\$24.62 per hour

**Closing:** Friday May 15, 2026 at 1:00pm

**Dependent on experience and qualifications**

**Hours:** Up to 25-35 hours per week with a varying schedule to support business demand

**Location:** Centre Dufferin Recreation Centre, 200 Fiddle Park Lane, Shelburne, ON

The Centre Dufferin Recreation Complex (CDRC) Board of Management is seeking a positive, team-oriented individual to fill the (PT) position of Recreation Administration & Customer Service Assistant. Under the general guidance and direction of the Facility Administration Manager and Recreation Program Coordinator, the successful candidate is responsible for providing front-line support, as well as over the phone, to visitors and staff of the Centre Dufferin Recreation Complex, as well as assisting with other administration tasks. This position acts as a first point of contact at the CDRC Customer Service Desk and performs various customer service duties including welcoming visitors, providing direction and information, and responding to or redirecting inquiries, questions, and complaints regarding recreation programs and facilities, current events and facility rentals. This position will also serve to assist administration with other duties and tasks. Overall, this position plays an integral role in the delivery of consistent, timely, and efficient customer service to internal and external customers of the CDRC to meet or exceed customer expectations.

**Duties and Responsibilities (including but not limited to)**

- Responsible for providing frontline customer service to patrons visiting the Centre Dufferin Recreation Complex as well as over the phone. Respond to customer inquiries, concerns and feedback in a timely manner.
- Provide support for customers using the online registration system.
- This position will assist with recreation programs and events, completing registrations and transactions. Process and accept payments for program registrations, facility bookings and drop-in programs.
- Provide general supervision of patrons in the facility areas and drop-in programs. Assist with recreation programming where needed as advised by the Recreation Program Coordinator.
- Responsible for cash handling related to admissions, registrations, balance cash, manage day-to-day operations in the customer service area.
- Assist with maintaining promotional material for the facility, updating community boards and signage.
- Perform assigned administrative tasks including researching policies and procedures, facility rental rate comparison etc.
- Assist with facility rental bookings including facility tours, rental contracts, communication with contract holders etc.
- Assist with coordination of advertising opportunities within the facility.
- Provide clerical assistance in the form of typing, research, filing, record keeping etc.
- Other duties as assigned.

### **Qualifications and Experience**

- Demonstrate the ability to work independently and in a group.
- Basic interpersonal, verbal communication, written communication, and customer service skills
- Intermediate computer literacy utilizing Microsoft Office (Excel, Outlook and Word) and familiarity with Active Net and Sage Accounting considered an asset
- Availability to work weekdays, evenings, weekends and holidays
- Secondary School Diploma
- Current Standard First Aid w/ CPR-AED
- Two (2) years of cumulative part-time or one (1) year of full-time experience performing duties related to the above-mentioned major responsibilities in a recreation and/or customer service work environment

### **Skills and Abilities**

- Demonstrate the ability to always maintain a high standard of public relations and resolve customer issues in a diplomatic and professional manner
- Be responsible for working in compliance with the Occupational Health and Safety Act and Regulations, the Centre Dufferin Recreation Centre Policies and Procedures, as well as establish industry guidelines and requirements
- Develop and maintain a working knowledge of safety precautions and hazards involved with the work assigned
- Knowledge of applicable Health and Safety Policies and Procedures/WHMIS
- Work in compliance with all standard operating procedures
- Establish and maintain a positive and welcoming image and environment for customers; display the ability to meet or exceed customer service standards
- Maintain composure in escalated situations as they arise. Immediately report incidents to the supervisor

### **Requirements**

- Satisfactory Criminal Record Check with Vulnerable Sector Screening
- Standard First Aid CPR-C/AED certification (Must be completed prior to first scheduled shift)

Eligible candidates are invited to submit their resumes to Kim Fraser – Facility Administration Manager, by email or in person addressed to:

#### **Kim Fraser – Facility Administration Manager**

Centre Dufferin Recreation Complex  
200 Fiddle Park Lane, Shelburne ON L9V 3C9  
(519)-925-2400 [cdrc@shelburne.ca](mailto:cdrc@shelburne.ca)

**Please note the position you are applying for in the subject line. We thank all those applicants who apply and advise that only those selected for an interview will be contacted.**

The Centre Dufferin Recreation Complex has made a commitment to diversity, equity, inclusion and belonging and are at the beginning of this journey. We recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees, regardless of race, colour, ancestry, creed (religion), place of origin, ethnic origin, citizenship, sex (including pregnancy), gender identity and expression, sexual orientation, age, marital status, family status, and disability feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, in order to better reflect the growing diversity of the Centre Dufferin Recreation Complex.

Centre Dufferin Recreation Complex, 200 Fiddle Park Lane, Shelburne, ON L9V 3C9