

EMPLOYMENT OPPORTUNITY – CORPORATION OF THE TOWN OF HANOVER POSTING #2026-09 PRC CUSTOMER SERVICE CLERK (Permanent, Part-Time)

The Town of Hanover is recruiting a friendly, service-minded Customer Service Clerk who will contribute to a welcoming frontline team, create positive experiences for visitors to our recreation centre, and provide support to the Parks, Recreation, and Culture (PRC) department.

Position Summary

The PRC Customer Service Clerk supports daily front-desk operations at the P&H Centre by providing direct customer service to patrons, processing registrations, bookings, and payments, and assisting with general administrative tasks.

Please refer to the enclosed position description for further details around the role, responsibilities, and functions.

Shifts will include daytime, evenings, weekdays, weekends, and occasional holidays.

This part-time, permanent, non-union position is being posted to fill an upcoming vacancy.

Qualifications

- Ontario Secondary School Diploma or equivalent is required.
- Related post-secondary diploma such as office administration is an asset.
- Experience in an office environment providing customer service, administrative support, and processing payments is an asset.
- Well-defined sense of diplomacy with strong communication (written, oral and interpersonal), public relations and exemplary customer service skills.
- Proficient organizational and time-management skills within ability to multitask in a dynamic environment.
- Must be comfortable calculating, processing and balancing both manual and electronic payments.
- Thorough knowledge of Microsoft Office is required, with comfort and ability to learn new computer programs.
- General knowledge of ActiveNet, graphic design software, and Keystone financial software is an asset.
- Criminal Record, Judicial Matters and Vulnerable Sector Check satisfactory to the Town of Hanover.

Compensation

Anticipated wage range is \$21.20 to \$24.65. Progression within this range is provided in accordance with municipal policies.

**EMPLOYMENT OPPORTUNITY – CORPORATION OF THE TOWN OF HANOVER
POSTING #2026-09 PRC CUSTOMER SERVICE CLERK (Permanent, Part-Time)**

Application Instructions

Qualified applicants are invited to submit a cover letter and resume quoting Posting #2026-09 by email, mail, or in person by 4:00pm on Friday, February 13, 2026 to:

**Town of Hanover
341 10th Street, Hanover ON N4N 1P5
t 519.364.2780 | f 519.364.6456
hr@hanover.ca**

The Town of Hanover is an equal opportunity employer that values diversity and inclusion. Accommodations are available throughout the recruitment process. Applicants must self-identify and make their accessibility needs known in advance. We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted. Information is collected solely for the purpose of job selection under the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

Job Description

Prepared: October 2018

Reviewed: January 2026

Reviewed By: Administrative Supervisor, Director Parks, Recreation & Culture

Position Title:	Customer Service Clerk (PRC)
Department:	Parks, Recreation & Culture
Reports To:	Administrative Supervisor (PRC)
Supervises:	Directly: None Indirectly: None
Position Status:	Part-time
Location:	P & H Centre, 269 7 th Avenue
Pay Method:	Hourly
Normal Work Week:	Varies (Generally 10 to 30 hours per week depending on season)
Management Status:	Non-management, non-supervisory
Remote Work Eligibility:	Not eligible

Position Summary

The Customer Service Clerk (PRC) is responsible for providing direct customer service as well as processing facility bookings, registrations, swim admissions and pool memberships for the Parks, Recreation & Culture Department. This position also provides administrative support to departmental areas as required.

Duties and Responsibilities

Operations

- a) Provides customer service to program participants, tourists, volunteers, and customers through various channels including in person, phone and digitally. Provides answers to inquiries regarding Town of Hanover or refers customer to appropriate person(s).
- b) Performs general office duties such as distribution of mail, filing and office equipment troubleshooting.

- c) Liaises with facility staff for facility bookings and program and aquatic staff for swim admittances, private swim lessons, program waitlists and child information (eg. child data forms).
- d) Provides administrative support to department personnel and other service areas by typing correspondence, reports, statistical reports, posters/newsletters, dressing room assignment, proof reading documents and promotional material in conjunction with branding policy.
- e) Assists Administrative Supervisor with entering facility rentals and programs into ActiveNet.

Spending, Budgets & Internal Control

- a) Administers admissions for all drop-in programming.
- b) Processes program registrations, aquatic memberships, passes and facility bookings for customers. Maintains accurate customer records (including medical information), waitlists, facility setup and insurance.
- c) Responsible for coding accounts payables, receiving payments, providing receipts and, recording and depositing vending and locker revenues, and preparing and posting daily bank deposits.
- d) Orders office supplies and other items for staff as needed.
- e) Maintains a float and balances the cash drawer at the beginning and end of each shift.

Health & Safety

- a) Conducts all functions and responsibilities in accordance with Occupational Health & Safety Act (OHSA) requirements as they apply to employees. Implements and abides by all legislative provisions and municipal policies, procedures and guidelines to promote a safe and compliant work environment.

Other

- a) Performs all other duties and responsibilities as assigned.

Education, Skills and Experience

Education/Training/Certifications/Licences:

- Ontario Secondary School Diploma or equivalent is required.
- Related post-secondary diploma such as office administration is an asset.
- Criminal Record, Judicial Matters and Vulnerable Sector Check satisfactory to the Town of Hanover.

Experience:

- Minimum two years of experience in an office environment providing customer service and administrative support is an asset.
- Experience handling cash and electronic payments is an asset.

Skills and Abilities:

- Well-defined sense of diplomacy with strong communication (written, oral and interpersonal), public relations and exemplary customer service skills.
- Proficient organizational and time-management skills within ability to multitask in a dynamic environment.
- Must be comfortable calculating, processing and balancing both manual and electronic payments.
- Thorough knowledge of Microsoft Office is required, with comfort and ability to learn new computer programs.
- General knowledge of ActiveNet, graphic design software, and Keystone financial software is an asset.
- General knowledge of municipal operations and thorough knowledge of departmental operations.

Physical Demands and Working Conditions

- Work environment is an office setting; may be required to sit for long periods.
- Ability to input data into related software programs.
- Work environment can be cold due to proximity to front door depending on number of patrons entering the facility/outside temperature.
- Required to address complaints and requests from the public on a daily basis. May encounter irate customers. Must be able to properly deal with difficult customers.
- Required to work evenings and weekend shifts.
- Constant interruptions with a work area that can be loud due to the nature of lobby activities and number of patrons.

Contacts

Internal: Administrative Supervisor
 Aquatic Supervisor
 Aquatic Assistant Coordinator
 Programs Supervisor
 Manager of Parks, Recreation & Civic Facilities
 Parks & Facilities Lead Hand and Operators

Director, Parks, Recreation & Culture
Aquatic and Program Staff

External: General Public
User group representatives.

Public Relations: First Point of Contact for P&H Centre

Review

Department Head:		Date:
Human Resources:		Date:

Approval

CAO:		Date:
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