



#### Who We Are

Are you ready to embark on a career that combines professional fulfillment with breathtaking natural beauty? See yourself as a Customer Service Clerk in the picturesque Town of Hinton, nestled in the foothills with stunning mountain views that serve as your daily backdrop. Join a vibrant community of over 10,000 residents, located 15 minutes east of Jasper National Park gates and 300 km west of Edmonton.

#### The Opportunity

- Responsible for being the first point of contact with the Town of Hinton's Recreation Centre
- Responds to customer inquiries in a timely, accurate, and professional manner by providing information, resolving problems, and collecting revenue
- For more information, see the attached job description, or visit [www.hinton.ca/jobs](http://www.hinton.ca/jobs)

#### Terms of Employment

- Part-time, unionized position working 0-20 hours per week
- Hourly wage range: \$24.74 - \$26.81

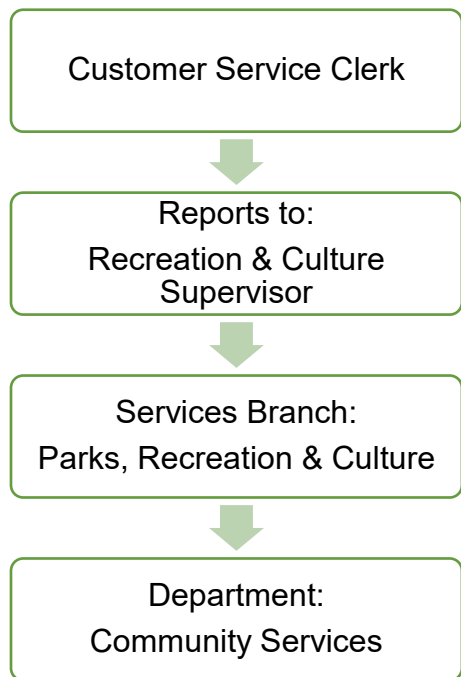
#### Application Information

- Submit cover letter & resume stating competition number
- Email to: [recruitment@hinton.ca](mailto:recruitment@hinton.ca)
- Apply By: March 6, 2026



# Customer Service Clerk Job Description

## Position Details



<b>Supervisory Role:</b>	No
<b>Union Scope Role:</b>	Yes
<b>Position Status:</b>	<input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Interim <input type="checkbox"/> Casual <input type="checkbox"/> Seasonal
<b>Hours per Week:</b>	Up to 20
<b>Work Location:</b>	Recreation Centre
<b>Job Classification:</b>	Clerical

## POSITION SUMMARY

Reporting to the Recreation & Culture Supervisor and receiving general direction from the Office Services Coordinator, this position is primarily responsible for being the first point of contact with the Town of Hinton's Recreation Centre. This position responds to customer inquiries in a timely, accurate, and professional manner by providing information, resolving problems, and collecting revenue. This position works closely with other municipal staff, contractors, school representatives, government agencies, non-profit community organizations, and the public.

## WORK RESPONSIBILITIES

### Administration

- Accept all forms of currency (cash, cheque, credit card, direct debit)
- Keep records of all transactions and issue receipts for services and programs
- Balance cash by comparing cash system totals with currency, cheques, credit card and direct debit transactions, and count floats
- Process the sale of season passes, promotional items, and miscellaneous goods
- Provide information and accept lesson or program registrations with payment for internal and external programs



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- Process facility rental requests and confirm booking contracts in consultation with the applicable facility supervisor or area specific program staff as required
- Process sales, record product, and maintain inventory in vending machines and kiosks
- Collect and record statistical information

## Customer and Support Services

- Assist customers in person or by telephone, answer questions, transfer calls, take messages, assist community groups with administration and operational requests, forward all customer feedback, and update recorded messages
- Keep equipment operational by following established procedures and reporting deficiencies
- Assist with event preparations, promotions, and other requests as required
- Act as backup for the pool staff in emergency situations
- Maintain a clean and tidy work site as visible to the public and shared with peers
- Support the goals and initiatives as an ambassador of the organization, Department, and facility

## QUALIFICATIONS

- Minimum Grade 10
- Experience working in a customer service role handling cash, processing payments, and reconciling daily cash transactions
- Experience in recreation administration is preferred
- Working knowledge of Microsoft Office Suite, financial programs and recreation software
- Valid First Aid and CPR Certificate
- Satisfactory background screening is required for this position including a Criminal Record Check, Vulnerable Sector Check, and a Child Welfare Check if over 18 years of age
- A class 5 Driver's license preferred with a satisfactory Driver's Abstract

## SKILLS & ABILITIES

- Excellent customer service and public relations skills
- Strong conflict resolution and mediation skills
- Strong time management and organizational skills to prioritize responsibilities and customer requests
- Demonstrate a high degree of personal initiative, professionalism, and positivity while working independently
- Strong attention to detail and accuracy



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- Excellent decision-making and problem-solving skills
- Exceptional verbal and written communication skills
- Able to work as a dependable team member
- Maintain a high level of confidentiality in all interactions

## WORKING CONDITIONS

Details pertaining to the physical demands of the position can be found in the Physical Demands Analysis and Job Hazard Assessment with Health & Safety.

### Hours

Able to work evenings and weekends as required.

### Physical Effort

Office-based work performed typically includes administrative duties and varying levels of physical effort, including moderate lifting (up to 10 kgs), sitting, walking, standing, pushing, pulling, reaching, driving, carrying. Repeated motion of office tasks.

### Travel

Some travel to field sites within and outside the Town under various road and weather conditions. Must maintain alertness and respond appropriately using defensive driving skills in various conditions (traffic, weather, distractions).

### Work Environment

Moderate exposure to an office environment, significant exposure to a recreational and/or cultural area designated for public use. Moderate to significant exposure to the public in a service provision capacity. Potential exposure to client volatility dealing with the public.

## HEALTH & SAFETY

Ensure the Town of Hinton health and safety policies, procedures, directives, and safe work practices are followed in accordance with the *Occupational Health and Safety Act and Regulations*.

## APPROVALS

**Established:** November 1996



## Customer Service Clerk Job Description

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**Revised:**

July 1999; September 2011; April 2017; 13 May 2022