



We're looking for a Part Time Customer Service Coordinator to join Clarington's Public Services team!

Why Clarington?

Clarington is a community full of possibilities.

As one of the fastest-growing municipalities in Durham Region, Clarington is home to over 107,000 residents across four urban centres and 14 hamlets. With our population expected to double by 2051, Clarington offers a perfect blend of urban living and small-town charm. We're known for our thriving energy and agricultural sectors, vibrant historic downtowns, and exceptional quality of life.

Our team thrives in a collaborative environment that promotes work-life balance and meaningful community impact. We value accountability, integrity, and respect, and we are deeply committed to fostering equity, inclusion, and diversity in the workplace. Together, we're building a stronger Clarington — for today and for future generations.

The future is bright – and working with the Municipality of Clarington means you can help shape it. How will you make your mark?

About the Role

The Public Services Department encompasses a range of divisions, including Public Works, Community Services, & Emergency and Fire Services, in a dynamic and growing municipality in both size and sophistication. Working as part of a group of dedicated, collaborative, and supportive people, this is your time to join this expanding team and use your drive and initiative to do meaningful work.

The Community Services Division is looking for a dynamic, team-focused individual who is committed to fostering a positive team environment and customer service excellence.

Reporting to the Customer Service Supervisor, the Customer Service Coordinator will be required to provide leadership to the Customer Service team, ensuring they deliver prompt and superior customer service to each member of the public.

Key Responsibilities

- Assisting with day-to-day administration and delivery of customer service in the Community Services Division.
- Assisting in the development, implementation, and evaluation of processes to manage customer requests.
- Assisting in the recruitment, training, and supervision (including evaluations) of the Customer Service team.
- Assisting with reviewing and suggesting improvements to operating hours and scheduling of Customer Service staff.
- Responsible for delegating tasks to the customer service team, overseeing staff, and ensuring results.
- Reviewing staff schedules and payroll for staff to ensure accuracy.

- Reviewing, editing and creating content and on-line information, staff manuals and resources.
- Responding to customer inquiries in a positive, solution-oriented approach that upholds the Department's expectation of Customer Service Excellence.
- Ensuring compliance with any relevant legislation; corporate and departmental policies and procedures and health and safety initiatives.
- A commitment to continuous improvement initiatives.
- Performing other duties as assigned.

What you bring

- Post-secondary degree, or diploma in a related field, and/or a combination of education and work-related experience to the satisfaction of the Director of Community Services.
- A minimum of one (1) year demonstrated experience in creating standard operating procedures, organizing workspaces for operational consistency, developing staff manuals and demonstrated experience with training creation and delivery.
- Supervisory experience in a municipal environment is preferred.
- Previous experience with Recreation and Leisure software is required, experience with Active Net is preferred.
- Experience and proficiency in the following computer applications; Office 365 Microsoft Word, Excel, SharePoint and scheduling software.
- Continuous Improvement (Lean) training is considered an asset.
- Must be legally able to work in Canada.

What we offer

- Hourly Rate: \$39.59 per hour (2025 rate)
- Hours of work: up to a maximum of 24 hours per week including evenings, weekends and holidays.

Additional Information

A satisfactory criminal record check and proof of qualifications will be required for the successful candidate.

How to Apply

Applications will be accepted until **September 16, 2025, at 11:59pm.**

To learn more about employment with the Municipality of Clarington and to apply for this exciting and challenging opportunity, visit: www.clarington.net/careers.

We thank all applicants for their interest. Only those selected for further consideration will be contacted.

Our Commitment to Equity

The Municipality of Clarington is a progressive and inclusive employer committed to equity, diversity, and creating a respectful and barrier-free workplace.

Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. To request support or accessible formats, please contact the Human Resources Division at careers@clarington.net.

Privacy

Applicant information is collected under the authority of Section 11 of the *Municipal Act, 2001* for the purpose of evaluating the applicant. Questions about this collection can be directed to Human Resources at careers@clarington.net.