

JOIN OUR TEAM

Customer Service Ambassadors (Seasonal Students May to October)

Working for City of Thorold

By joining the City of Thorold team, you will be choosing to become part of the fastest growing municipality in the beautiful Niagara region. Working with us means a supportive and collaborative team environment. We invest in our people and prioritize creating opportunities for our employees to learn and grow in their roles.

Lock 7 Viewing Centre (Operating hours are from 9-5 pm, 7 days per week)

Primary Function

Under the direction of the Tourism Supervisor, successful applicants will be responsible for the daily administrative functions of the Thorold Lock 7 Viewing Centre.

Duties and Responsibilities

- Greet visitors as they arrive to the Viewing Centre
- Provide information regarding the Lock 7 ship schedule, promoting Thorold business, and local events and activities
- Assist with maintenance, cleaning and disinfecting of viewing centre amenities including lobby, office and washroom
- Respond to customer calls and email inquiries
- Track facility measurables including daily attendance, purpose of guest visits and frequently asked questions
- Answer questions from the general public and patrons
- Other duties as assigned

Thorold Community Pool

Primary Function

Under the direction of the Aquatic Supervisor, successful applicants will be responsible for the daily administrative functions of the Thorold Community Pool.

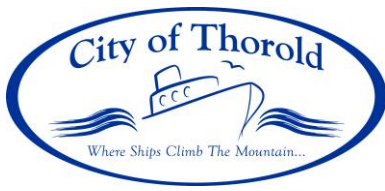
Duties and Responsibilities

- Greet patrons and facility guests as they arrive to the Pool
- Register participants for Aquatic Programs and Swim Passes via Activenet Software
- Take payments for drop in and registered swim programs
- Assist with maintenance, cleaning and disinfecting of pool amenities including lobby, office and change rooms
- Report all incidents/injuries to appropriate staff
- Respond to customer calls and email inquiries
- Manage facility capacity
- Support Aquatic Staff with administrative functions, including, but not limited to, managing attendance lists and pool records
- Answer questions from the general public and patrons
- Other duties as assigned

Thorold Community Market (Wednesday's 4:30pm-9:30pm)

Primary Function

Under the direction of the Events Co-ordinator, successful applicants will be responsible for the daily administrative functions of the Community Market.



Duties and Responsibilities

- Greet visitors as they arrive at the Community Market
- Provide information regarding community events, promoting Thorold business, and local activities
- Assist with booth set up and tear down
- Answer questions from the general public and patrons
- Other duties as assigned

Education/Experience

- Current Standard First Aid with CPR-C is considered an asset
- Previous experience in recreation and/ or tourism sector is considered an asset
- Demonstrated high level of organizational and customer service skills
- Computer proficiency, including Microsoft Office, Outlook, and Activenet (or equivalent)
- Successful candidates 18 or older will be expected to provide current Criminal Reference Check/ Vulnerable Sector check

Conditions of Employment

Staff work locations will alternate between the Lock 7 Viewing Centre, Thorold Community Pool and Community Market. **Successful applicants must be attending Post-Secondary school in fall 2024. Proof will be required.**

Rate of pay: \$17.20 per hour

Position Type: Part time, seasonal

May, June and September (10-20 hours per week)

July and August (30-40 hours per week)

Hours of Work: Shifts range between 8:30am – 9:30pm

Interested candidates are invited to submit their detailed resume and cover letter to the Human Resources department, via hr@thorold.ca. **Position will remain posted until filled.** Please indicate the position you are applying to in the email subject line. Only those applicants selected for an interview will be contacted.

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, the City accommodates the individual needs of all applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform staff of the nature of any accommodation(s) that you may require.

Information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes.