



The City of Thorold is currently accepting applications for Customer Service Ambassador positions for the 2024 summer season. Work schedules may include evenings, weekends and holiday shifts; hours of work will vary and can be up to 40 hours per week. Successful candidates are expected to be available for the duration of the summer season and requests for time off outside of regularly scheduled days off will be limited.

2024 Summer Student - Customer Service Ambassador

Successful candidates are expected to be available as follows:

- part-time May, June, September- (10-20 hours) *day time hours
- full time July and August-(30-40 hours)

Successful applicants must be attending Post-Secondary school in fall 2024.

Staff work locations will alternate between the Lock 7 Viewing Centre, Thorold Community Pool and Community Market.

Lock 7 Viewing Centre

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 include but may not be limited to:

- Operating hours are from 9-5 pm 7 days per week
- 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

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

Duties include but may not be limited to:

- 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

Community Market

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

Duties include but may not be limited to:

- Attend weekly community market (Wednesday 4:30pm-9:30pm)
- 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

Requirements

- 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

Anticipated contract duration: May 16th to Monday October 14th
Starting Wage: \$16.55 per hour.

To apply for any of the above positions, please submit resume to hr@thorold.ca and clearly indicate the position in which you are applying for in the subject line of the email. **Only those applicants selected for an interview will be contacted.** Posting will be available until all positions have been filled.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human rights code, the City will provide accommodation to 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.