



Township of North Kawartha
280 Burleigh Street, PO Box 550, Apsley, ON K0L 1A0
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www.northkawartha.ca

Job Description

Position: Permanent Part-Time – Parks and Recreation / Waste Department Administrative Assistant / Customer Service Representative (CSR)	Date: January 16, 2026
Reports to: Parks and Recreation Supervisor	Department: Parks and Recreation

Purpose:

Reporting to the Parks and Recreation Supervisor, the Administrative Assistant / Customer Service Representative provides administrative, clerical, and customer service support to the Parks and Recreation and Waste Departments. This position assists with the day-to-day administrative operations of the Township's recreation programs, services, and facilities. Duties include assisting with program registration, scheduling, communication, facility bookings, record management, reception coverage, and customer inquiries. The position works closely with the Parks and Recreation Supervisor to ensure efficient departmental operations, excellent customer service, and effective communication with staff, volunteers, and the public.

Duties and Responsibilities:

- 1. Administrative Support:**
Provide administrative and clerical support to the Parks and Recreation and Waste Departments. Assist with day-to-day coordination of departmental administrative operations, including programming, and facility rental scheduling, correspondence, and document preparation. Maintain accurate records, files, and data management systems in accordance with Township policies and legislative requirements.
- 2. Customer Service and Communication:**
Deliver exceptional customer service by responding to public inquiries at the reception counter/office of the NKCC. This can also be in person, by phone, and through email regarding recreation programs, facility rentals, and community events. Assist with the preparation and distribution of promotional materials, notices, and departmental communications to ensure consistent and effective messaging.

3. **Program and Facility Coordination:**
Assist with the registration, scheduling, and administration of Township-run recreation programs, events, and facility bookings. Support the Parks and Recreation Supervisor in facilitating rental contracts, managing user records, and ensuring all processes are completed accurately and efficiently.
4. **Financial and Record Management:**
Assist with weekly revenue collection and reconciliation, and deposit documentation in compliance with Finance Department procedures. Maintain inventories and monitor office and program supplies as required.
5. **Technology and Information Management:**
Provide departmental information to the Clerk's department for the Corporate Communication Plan. Support updates to the Township bulletin boards, billboards, and NKCC LED sign in coordination with the Parks and Recreation Supervisor and/or the Director of Parks and Recreation. Upload and organize departmental files and reports in Filehold and other approved platforms.
6. **Staff and Volunteer Support:**
Assist the Parks and Recreation Supervisor with preparing training materials and resources for staff and volunteers. Provide clerical support to ensure effective communication and organization across the department.
7. **Health, Safety, and Confidentiality:**
Follow all Township policies and procedures related to workplace health and safety. Maintain confidentiality of sensitive information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
8. **Other Duties:**
Perform other related tasks as assigned to support the efficient operation of the Parks and Recreation and Waste Management Department.

Supervision:

This position does not have any direct supervision of staff.

Working Relationships:

Internal:	Parks, Recreation and Waste Staff	Manager and Colleagues
External:	General Public Provincial Agencies	Community Groups Contractors

Skills and Competencies:

- Strong oral and written communication skills.
- Excellent customer service and interpersonal abilities.
- Strong organizational and time management skills with the ability to manage multiple priorities.
- Proficiency with Microsoft Office (Word, Excel, Outlook, Access, PowerPoint) and office administration software.
- Experience with handling cash and various types of method of payment.
- Accuracy and attention to detail in record keeping and correspondence.
- Ability to work independently and as part of a team.
- Problem-solving and conflict resolution skills.
- Ability to handle confidential information with discretion.

Knowledge, Training and Qualifications:

- Office Administration diploma or equivalent experience.
- Previous experience in a customer service or administrative support role, preferably in a municipal or recreation environment.
- Experience using computer programs such as MS Office, Filehold, POS software, and facility booking systems.
- Understanding of municipal operations, parks and recreation programming, and public facility usage is considered an asset.
- Valid G driver's license and clean driver's abstract.
- Satisfactory Criminal Record Check with Vulnerable Sector Screening.

Working Conditions:

Work is primarily in a climate-controlled office or reception environment with frequent public interaction. Occasional attendance at Township recreation facilities or community events may be required. Primarily working Monday to Friday with occasional evenings or weekends based on program or event needs. Moderate physical activity, including light lifting (up to 30 lbs.), filing, and moving supplies.

Please note: The above statement and description reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational, resident or operational requirements.

Reviewed by:

Employee

Date

Manager

Date

Chief Administrative Officer

Date