



Job Title: Aquatics Front Desk Customer Service

Position Type: Full-Time, Seasonal (September – June)

Position Summary

The Aquatics Front Desk Customer Service Representative is the first point of contact for patrons visiting the Strait Area Pool. This position is responsible for providing customer service while performing reception, registration, cashier, and administrative duties. The successful candidate will create a welcoming environment, assist patrons with programs and memberships, and support the day-to-day operation of the aquatics facility.

Key Responsibilities

- Greet patrons in a friendly, professional, and courteous manner.
- Respond to inquiries in person, by telephone, and by email regarding aquatics programs, schedules, memberships, rentals, and facility information.
- Provide information about Town recreation programs and services.
- Address patron concerns and direct inquiries to appropriate staff when required.
- Process registrations for aquatics and recreation programs.
- Receive and process payments
- Balance cash receipts and prepare daily cash reports.
- Prepare reports and documentation as required.
- Communicate effectively with lifeguards, instructors, and supervisory staff regarding daily operations.

Qualifications

- Grade 12 diploma or equivalent.
- Previous customer service or reception experience preferred.
- Cash handling and point-of-sale experience considered an asset.
- Strong computer skills, including Microsoft Office.
- Excellent communication and interpersonal skills.
- Strong organizational and time management skills.
- Ability to work independently and as part of a team.
- Successful completion of a Police Vulnerable Sector Check (PVSC) is required.

Required Certifications

- Standard First Aid & CPR-C (or willingness to obtain)

Application Process

Applications will be accepted until **4:00pm on Friday, August 14, 2026.**

Interested candidates are invited to submit a cover letter and resume to:

Corene Gillis-Dorey

Manager of Recreation and Active Living

Town of Port Hawkesbury

606 Reeves Street, Port Hawkesbury NS B9A 2R7

Email: cgillis@townofph.ca