

**The Township of West Lincoln is seeking to hire a
Part Time Customer Service Attendant – 2 Vacancies**

The Township of West Lincoln is a picturesque and progressive municipality, located at the westerly end of the Niagara Peninsula within the Regional Municipality of Niagara. Our largest urban area, Smithville, is located halfway between the City of Hamilton and the City of St. Catharines. With a population of approximately 16,000, and a land area 387.02 sq.kms, West Lincoln is proud to have the largest geographical area in the Niagara Region! The Township of West Lincoln is a mix of a rural and urban setting in a unique local economy that blends residential, industrial, commercial and agricultural properties. Known as a thriving community that offers an excellent way of life, facilitates opportunities, and has a strong sense of community, the Township prides itself in providing responsive and friendly customer experiences.

The Township is seeking a friendly and reliable Customer Service Attendant to join the Community Centre team. This front-line position is a great opportunity for individuals who enjoy working with the public, including students and those looking to gain experience in recreation, customer service, or administration. The Customer Service Attendant plays an important role in creating a welcoming environment at the West Lincoln Community Centre by providing helpful, courteous, and respectful service to all visitors and user groups.

Day-to-day, this role involves greeting customers, answering questions in person and over the phone, providing general information, and assisting with program registrations, facility bookings, and payment processing. The successful candidate will help ensure visitors have a positive experience by offering clear information and timely assistance. This position also supports basic facility operations, including maintaining accurate records, handling supplies and materials, and completing light cleaning duties to help keep the centre clean and organized.

The ideal candidate is 18 years of age or older and brings experience in customer service, recreation, hospitality, sales, or other related areas; however, volunteer experience and transferable skills will also be considered. The role requires someone who is dependable, approachable, and comfortable interacting with a variety of people in a busy environment. Strong teamwork skills and the ability to follow procedures and learn quickly are essential. Basic cash handling experience and familiarity with computer applications such as Microsoft 365 are required. Strong communication skills and the ability to remain calm, respectful, and professional when assisting the public are important. This position is primarily scheduled during evenings and weekends, and candidates should be available to work during these times. Current First Aid Certification (Level C with CPR) is considered an asset.

This is a permanent part-time position with an hourly rate of \$17.60.

Interested candidates with the required qualifications are welcome to submit their resume and letter of interest by **4:30 pm on Friday May 8, 2026** to:

Human Resources

Email: recruitment@westlincoln.ca

Please put 'Customer Service' in the subject line of the email

A detailed Job Description can be found on our website at:

<https://www.westlincoln.ca/en/township-office/jobs.aspx>

We thank all applicants, however, only those selected for an interview will be contacted.

The Township of West Lincoln is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Township of West Lincoln's Human Resources Department if you require any accommodation to ensure that you can participate fully and equally during the recruitment and selection process. We thank all applicants; however, only those considered for an interview will be contacted. Personal information is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of the candidate selection. Questions about this collection can be directed to the Human Resources Department.