Recreational Services Representative
(Full-Time)

About Torbay

The beautiful Town of Torbay is a vibrant community with over 7,899 residents on the Avalon Peninsula of Newfoundland and Labrador. Torbay is home to over 150 businesses, three schools, and numerous community groups. Situated right on the Atlantic Ocean, Torbay offers breathtaking views in a scenic, rural setting. Conveniently bordering the capital City of St. John's, all urban amenities, including major retail centers and an international airport, are within a few minutes' drive.

The Position

The Town is currently searching for motivated, well organized, and energetic individual to join our team at the Torbay Common as a Recreational Services Representative on a full-time basis. Reporting to the Director of Recreation & Community Services, the Recreational Services Representative acts as the main point of contact for residents and service providers alike by providing exceptional customer service in relation to the various programs and services offered by the town. The Recreational Services Representative will also assist with the planning and implementation of various recreational programs and events, bringing new ideas and creativity to program and event planning discussions.

The successful incumbent must be available to work 35 hours per week between the hours of 7:30AM and 10:30PM, from Sunday to Saturday based upon the operational requirements of the facility.

Major Duties & Responsibilities

- Provide exceptional customer service by answering public inquiries on recreation and town programs and services offered.
- Process registration requests and facility bookings; whether in-person, by phone or email using assigned software.
- Receive payments for facility bookings, registration and point-of-sale services using cash, debit and credit.
- Prepare/reconcile daily cash reports and bank deposits as required by town accounting practices.
- Facilitate recreational activities and programs for participants of various age groups.
- Ensure the safety and well-being of participants by implementing appropriate rules and regulations.
- Maintain program equipment and facilities, ensuring they are safe and in good working conditions.
- Assist in the development of program schedules and curriculum, incorporating diverse and engaging activities.
- Provide excellent customer service and address participant inquiries and concerns.

- Evaluate program effectiveness and participant feedback for continuous improvement.
- Keep accurate records, including attendance, incident reports, and program evaluations.
- Collaborate with other staff members and supervisors to support the overall success of the program.
- Receive, sort and distribute mail and prepare outgoing mail.
- Assist with the creation of social media posts to increase awareness of the various programs and services offered at the Community Centre through the usage of social media platforms.
- Maintain a clean and organized customer service desk.
- Manage all facility and event booking requirements.
- Ensure office supplies are ordered and stocked and office equipment is serviced.

Note:

This is a front-line service position that requires a high level of customer service and public engagement. Weekday, evening and weekend work will form part of the work schedule to meet the operational requirements of the facility. The successful candidate must be available for day, evening, and weekend shifts as required.

The above statement reflects the duties necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the duties of the job. These duties can vary based on the type of recreation program being offered. It is essential for staff employed in this position to be enthusiastic, responsible, and attentive to the well-being and enjoyment of all participants and patrons entering and utilizing the facility.

Qualifications & Experience

A diploma or certificate from a recognized post secondary institution in recreation and/or office administration. Knowledge and experience in reception, customer service, municipal government and/or recreational settings would be an asset.

- Provide exceptional customer service by answering public inquiries on recreation and/or other town programs and services offered.
- Experience working with diverse groups of participants in a recreational or educational setting.
- Strong communication, attention to detail, and organizational skills.
- Ability to communicate effectively with members of the public in a responsible and professional manner.
- Knowledge of relevant safety guidelines and emergency procedures.
- Knowledge of recreational program offerings and activities (e.g., sports, arts and crafts, outdoor adventure, etc.).
- Willingness to work independently with a positive attitude and enthusiasm for promoting recreation and wellness.
- Ability to acquire an RNC Certificate of Conduct, including a vulnerable sector check.
- Experience working with children, youth, and adults of all ages would be an asset.
- Ability to establish and maintain cooperative and productive working relationships.
- Ability to contribute as a team player with personal commitment to the municipality's mission, values and guiding principles and safety.
- Certified Standard First Aid/ CPR "C" / AED.
- Class 5 Driver License would be beneficial

Application Process

Applications complete with a cover letter and resume can be emailed to **careers@torbay.ca no later than 4:00PM on Friday November 20th, 2026.**

If you are searching for a dynamic position and are looking to join a high-functioning team, we want to hear from you!

At the Town of Torbay, we are dedicated to fostering a diverse, inclusive, and equitable workplace. We value and respect the unique perspectives, backgrounds, and talents of all individuals. Our commitment to employment equity is integral to our hiring practices, ensuring fairness and equal opportunities for all qualified candidates regardless of race, ethnicity, gender, sexual orientation, disability, religion, or any other characteristic protected by law. We strive to create an environment where every employee feels valued, respected, and empowered to contribute to our community's success.

The Town of Torbay wishes to thank all interested applicants. Only those selected for an interview will be contacted.