



Customer Service Assistant – Canada Summer Jobs Position

Norfolk County Agricultural Society

Contract Term: May 25, 2026 – August 21, 2026 (12 weeks, possibility of extension)

Hours: Approximately 40 hours/week, 9:00 AM – 5:00 PM

Wage: \$18.60/hour

About the Role

The Norfolk County Agricultural Society is seeking a friendly and organized Customer Service Assistant to support event operations and community engagement at the Norfolk County Fairgrounds. This Canada Summer Jobs (CSJ) position provides youth with valuable experience in customer service, administration, and event support.

Working alongside the Fair Coordinator, Office Coordinator, and other departments, the successful candidate will contribute to the success of the **Norfolk Night Market**, and the **Norfolk County Fair and Horse Show**—major events that enhance community life and bring economic benefits to the region.

This position offers hands-on learning opportunities in communications, organizational management, and teamwork within a professional, non-profit environment.

Key Responsibilities

The Customer Service Assistant will support a variety of administrative and customer-facing tasks, including:

- Responding to phone and email inquiries in a professional and timely manner
- Assisting with social media inquiries and basic online engagement
- Supporting ticket sales in person and over the phone
- Assembling packages, school programs, and informational materials for group visits
- Assisting over 30 volunteer committee chairs and 18 board members with administrative tasks to ensure smooth preparation and execution of events
- Providing general support to multiple departments as needed

Qualifications & Skills

- Strong customer service and communication skills

- Professional phone and email etiquette
- General computer literacy; experience with Google Workspace (Drive, Gmail, Docs) is an asset
- Organized, detail-oriented, and able to manage multiple priorities
- Self-starter who can work independently or collaboratively
- Able to multitask in a fast-paced environment

Physical Requirements

- No specific physical requirements

Canada Summer Jobs Eligibility Requirements

To apply, candidates must:

- Be between 15 and 30 years of age at the start of employment
- Be a Canadian citizen, permanent resident, or person granted refugee status
- Have a valid Social Insurance Number
- *Please note:* International students and youth with temporary visitor, student, or work visas are not eligible for CSJ funding

How to Apply

Please email your resume to: **jobs@norfolkcountyfair.com**
Subject Line: *CUSTOMER SERVICE ASSISTANT*

Only those selected for an interview will be contacted.

Application Deadline: May 15, 2026