



ESQUIMALT
PARKS + RECREATION

Job Posting

STAFF VACANCY

Facility Booking Clerk– Full Time
INTERNAL/EXTERNAL OPPORTUNITY
THIS IS A UNION POSITION
Anticipated start date: April 2017

This position requires you to:

- Administer all park & facility bookings and coordinate all facility use agreements with internal and external groups. This includes indoor and outdoor facilities for sports, special events, etc. in conjunction with sporting bodies and clubs.
- Support bookings, food services and operation team through various administrative, promotional, and direct customer support initiatives.
- Front line customer service and delivery of room and field booking services. Respond to inquiries and requests from a variety of user groups and stake holders including staff and the general public.
- Participate in the development and revision of facility booking systems and procedures.
- Comply and prepare statistical reports (i.e. Facility booking software room utilization report, room usage schedules timetables, rental summary report).
- Data enter room-booking information through the facility booking software. Act as the facility booking software "Go To Person" for any associated computerized booking system.
- Provide back-up/relief support to other department staff (i.e. registration, customer service) and assist with various department initiatives and special events. Perform payroll related tasks for department auxiliary employees.

The preferred candidate will have:

- Graduation from High School and two years of general clerical experience.
- One year Technical School/Community College training (Marketing, Programming and Office Administration).
- Basic First Aid Certificate and Basic CPR Certificate
- Maintain clean Criminal Record Check

Experience:

- Two years of related experience or an equivalent combination of education and experience.

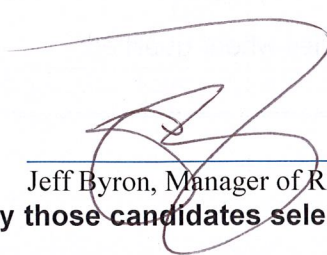
SALARY: \$26.38 - \$28.49 per hour (2016 rates)

Visit our website www.esquimalt.ca to view the job description for this position as well as the Township's corporate values and strategic plan.

Please submit your resume and covering letter quoting **Competition No. 17 – 14**
by 2:00 pm, Thursday March 23, 2017 to:

Jeff Byron, Manager of Recreation Services
1151 Esquimalt Rd., Esquimalt, BC, V9A 3N6
jeff.byron@esquimalt.ca

March 7, 2017


Jeff Byron, Manager of Recreation Services

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

ESQUIMALT

POSITION DESCRIPTION

Position No.: 4008

Effective Date: Jan 2006

Position Title:	Facility Booking Clerk
Department/Division/Section:	Parks and Recreation Services

POSITION FUNCTION

Provide administrative facility and parks booking support services to Parks and Recreation staff, user groups and the general public.

KEY DUTIES

- Coordinate the allocation of recreational facility rooms for internal and external users. Responsible for the administration of the allocation of outdoor facilities for soccer, softball, baseball, special events, etc. in conjunction with the Parks and Recreation Commission, sporting bodies and clubs.
- Provide information to internal and external customers, handle and resolve booking complaints, verbal and written communication to all levels of the municipality. Liaise with Recreation Facility Coordinator in the administration of Management Agreements of recreational facilities. Liaise with Parks Supervisor and Recreation Facility Maintenance Supervisor regarding repairs and maintenance of indoor and outdoor facilities. Compose, edit and type correspondence. Maintain accurate records, contact and work with end users, ongoing reporting of statistics and records.
- Support bookings, food services and operation team through various administrative, promotional, and direct customer support initiatives. Front line customer service and delivery of room and field booking services. Respond to inquiries and requests for assistance and advice from user groups staff and the general public, both in person, and by phone/fax or e-mail. Assess and prepare requests to invoice or receipt for room and field user fees. Create and produce ongoing budgetary and attendance reports through CLASS to the Department. Maintain all necessary adjustments to fees and charges with the CLASS Facility Booking module. Assist with the preparation of revenue estimates.
- Perform a variety of administrative and liaison tasks that support user and staff initiatives and operational needs. Participate in the development and revision of room booking systems and procedures. Comply and prepare statistical reports (i.e. CLASS room utilization report, room usage schedules timetables, rental summary report). Data enter room-booking information through the computerized record system (CLASS). Act as the "CLASS Go To Person" for any associated computerized booking system.
- Provide back-up/relief support to other department staff (i.e. registration, customer service) and assist with various department initiatives and special events. Perform payroll related tasks for department auxiliary employees.
- Perform related duties where qualified.

INDEPENDENCE

- Work is assigned through annual work plans, season needs, and operational priorities.
- Work is self managed and prioritized based on internal and external customer needs.
- Decisions around budget, annual goals, hiring and disciplining of staff are referred to supervisor.
- Work is evaluated upon completion by supervisor and discussed at bi-weekly meetings.

WORKING CONDITIONS**Physical Effort:**

- Keyboarding, sitting for long periods of time (frequent).

Mental Effort:

- Deal with multiple requests for service, deal with complaints, negative comments and deadlines.
- Deal with interruptions and multiple deadlines (often).

Visual/Auditory Effort:

- Focus on source data and VDT for long periods (often).
- Short periods of listening with intense concentration from patron requests (often).

Work Environment:

- Work is performed primarily indoors in an office environment.

KEY SKILLS AND ABILITIES

- Knowledge of general office practices, methods and procedures.
- Excellent customer service skills and ability to deal with the public in a courteous and tactful manner.
- Strong interpersonal skills and proven ability to establish partnerships and maintain effective working relationship with community members, clients, agencies and department personnel and city officials.
- Knowledge of basic mathematics, spelling, punctuation and vocabulary.
- Excellent proficiency of Office software package including word and spreadsheet software to create financial and statistical tools and reports.
- Strong proficiency and working experience with the CLASS Software system.
- Ability to operate general office equipment including personal computer, telephone, copy machine and other office equipment;
- Ability to perform clerical work of standard difficulty.
- Ability to organize and prioritize the work.
- Ability to organize, update and maintain accurate records.
- Adhere to stated policies and procedures relating to fees and charges.
- Ability to multi-task and complete work with a high degree of accuracy.
- Skill in providing flexibility, creativity, and innovation in solving problems, developing new ideas, and providing marketing support.
- Arrange and participate in meetings, conferences, and project team activities.

QUALIFICATIONS**Formal Education, Training and Occupational Certification:**

- Graduation from High School and two years of general clerical experience.
- One year Technical School/Community College training (Marketing, Programming and some Office Administration).
- Basic First Aid Certificate and Basic CPR Certificate
- Maintain clean Criminal Record Check

Experience:

- Two years of related experience or an equivalent combination of education and experience.

OTHER

- Required to work some irregular hours including evenings and weekends.
- Length of time to become familiar with job duties and responsibilities: six months.
- May be requested to substitute in a more senior position.