

POSITION TITLE:	Cashier Receptionist	POS. NO:	519
DEPARTMENT & DIVISION:	Parks and Recreation/Recreation	EFFECTIVE DATE:	April 8, 2014
REVIEWED OR AMENDED DATE:		APPROVED BY:	Manager of Recreation Services

POSITION FUNCTION

Perform cashier and receptionist functions at the Recreation Centre and Sports Centre.

KEY DUTIES

Answer telephone; respond to enquiries from the public by providing directions, general information and description of parks & recreation services and programs; take messages or direct calls; sell admissions and register patrons; inform registrants of course schedule changes as directed by program staff; update log books and stock sheets.

Operate registration and point of sale software; maintain various cash floats; take payments; balance daily cash and credit card receipts; prepare daily cash summary as required; complete bank deposit.

Type a variety of letters, memos, invoices, schedules or class sheets; pick up and deliver internal municipal mail.

Advise maintenance staff of any problems or unruly patrons in the building; inform other auxiliary staff of their working hours and schedules as requested.

The Reception Supervisor will provide instruction and training to Cashier- receptionists.

Perform related duties where qualified.

INDEPENDENCE

Work is generated by public requests and assigned by supervisor or performed according to established procedures.

Work is reviewed upon completion by supervisor.

Problems such as fee refunds or credits, and fee discounts are referred to supervisor.

WORKING CONDITIONS

Physical effort:

Dexterity for operating, counting cash, typing and filing; stand for prolonged periods. (continuous)

Mental effort:

Deal with multiple requests for service; deal with complaints and negative comments. (frequent)

Visual/auditory effort:

Respond to calls in a noisy environment; short periods of listening with intense concentration to record registration information. (frequent)

Work environment:

Reception area.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Model the Township’s core values in all program activities

Accountability – we are transparent and take responsibility for our policies, our decisions and our actions.

Integrity – we practice high standards of ethical behaviour and open communication that inspires trust.

Respect – we value people and treat everyone with dignity and fairness.

Service Excellence – we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.

Passion – we approach our work with conviction and enthusiasm.

Communicate effectively verbally.

Deal with the public in a courteous and tactful manner.

Maintain accurate records.

Basic keyboarding skills.

QUALIFICATIONS

Formal education, training, and occupational/professional certification:

High school graduation.

Experience:

Up to 1 year of related experience or an equivalent combination of education and experience.

OTHER

Length of time to become familiar with job duties and responsibilities: varied, depending on qualifications.

May be requested to substitute in a more senior position.