

POSITION TITLE:	Reception Leader	POS. NO:	3058
DEPARTMENT & DIVISION:	Parks and Recreation – Sports Centre and Recreation Centre	EFFECTIVE DATE:	April 3, 2014
REVIEWED OR AMENDED DATE:		APPROVED BY:	Manager of Recreation Services

### POSITION FUNCTION

Provide friendly, personal customer service/reception and administrative support to patrons and staff at the Esquimalt Sports Centre and Recreation Centre.

### KEY DUTIES

Provide excellent customer service to Parks and Recreation Department customers including responding to in-person, computer and telephone inquiries and provision of information regarding community activities, programs and events.

Process Parks and Recreation Department program registrations, admissions, and facility bookings. This includes a number of tasks such as the use of the computerized cash and registration system, the processing of program refunds, and provision of program information to customers.

Perform daily cash handling duties to include administration of cash floats, balance daily cash and related transactions and the preparation of cash summaries and bank deposits.

Provide administrative support to Parks and Recreation Department staff including the co-ordination of recreation program and customer information, processing of instructor contracts, typing of documents, providing assistance with invoicing and payroll procedures, and the preparation of promotional materials.

Assist the Reception Supervisor with coaching, mentoring, training, and daily supervision of auxiliary Cashier-Receptionists.

Perform related duties where required.

### INDEPENDENCE

Work is generated by public requests and assigned by supervisor or performed according to established procedures; work is reviewed upon completion by supervisor and/or other senior staff member.

Confirmation of decisions such as facility bookings, fee refunds or credits, fee discounts or customer and staff complaints are referred to supervisor.

## WORKING CONDITIONS

### Physical effort:

Dexterity for operating cash register, operating a computer keyboard, counting cash, typing and filing; standing for prolonged periods (continuous).

### Mental effort:

Deal with multiple requests for service from patrons and staff; deal with complaints and negative comments (occasional).

### Visual/auditory effort:

Respond to customers in a noisy environment; short periods of listening with intense concentration to record registration information and/or other (frequent).

### Work environment:

Reception area of a busy recreational facility.

## 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.

Strong knowledge of office procedures including, cashiering, bookkeeping and word processing

Excellent knowledge of the principles of excellent and effective customer service

Excellent interpersonal skills and ability to communicate accurately, concisely and in a respectful and positive manner to colleagues and customers

Able to respond effectively to customer complaints and difficult customers in a courteous and tactful manner

Able to maintain accurate manual and computerized records

Ability to write and spell accurately

Basic numeric skills (adding, subtracting, multiplying, division)

Ability to learn and use various electronic machines (e.g. Cash register, POS system, PA system and transect machine)

Ability to work independently and prioritize work tasks

Computer Skills - keyboarding and data entry skill of 30 words per minute, good working knowledge of word processing, spreadsheet and data base programs.

Ability to learn new software/database programs (e.g. payroll, accounting).

### **QUALIFICATIONS**

#### **Formal education, training, and occupational/professional certification:**

Completion of High School graduation.

#### **Experience:**

Minimum of 6 months customer service experience with some cashiering experience plus 6 months 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.