

<b>Position Title:</b>	Reception Leader
<b>Department/Division/Section:</b>	Parks and Recreation – Sports Centre and Recreation Centre

**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).

**WORKING CONDITIONS (continued)**

**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 recreation facility.

## **KEY SKILLS AND ABILITIES**

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 transelect 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**

### **Education, Training and Occupational Certification:**

Completion of High School graduation.

### **Basic office, computer and basic bookkeeping training (3 months)**

### **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.