

STAFF VACANCY

Cashier Receptionist – Auxiliary COMPETITION NUMBER: 17 – 28

INTERNAL/EXTERNAL OPPORTUNITY [THIS IS A UNION POSITION]

We are looking for outgoing individuals with a flexible schedule to join our Reception team. This position involves answering inquiries regarding recreation programs, both on the phone and over the counter, registering patrons, operating registration and point of sale software as well as performing a number of clerical duties.

Various shifts as needed, 7 days a week, between 5:15am – 10:45pm

Working in a busy environment, the successful applicants must have the following qualifications:

- extensive experience dealing with the public
- cash experience
- graduation from senior secondary school
- one year of office/reception experience in a similar environment
- Provision of a current clean Criminal Record Check

SALARY: \$18.84 per hour (2016 rates) + 14% in lieu of benefits

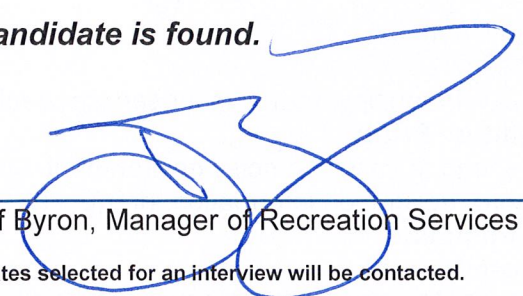
See attached job description or visit our website www.esquimalt.ca

*Please submit your resume and covering letter quoting **Competition No. 17 – 28** to:*

Francis Mathieson, Program Support
Archie Browning Sports Centre, 1151 Esquimalt Rd., Esquimalt, BC V9A 3N6
francis.mathieson@esquimalt.ca

The posting will remain open until a suitable candidate is found.

August 9, 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.: 3058A
Effective Date: 15 March 1995

Position Title:	Cashier Receptionist
Department/Division/Section:	Parks and Recreation/Recreation

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

KEY DUTIES

Answer telephone/switchboard; respond to enquiries from the public by providing directions, general information and description of pool, curling, ice rink and recreation programs; take messages or direct calls; sell admissions and register patrons for aquatic and recreation programs; inform registrants of course schedule changes as directed by Coordinators; update log books and stock sheets.

Operate a cash register and credit card machine; maintain various cash floats; take payments for building and ice rentals, swim shop and curling shop items; 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 Senior Cashier Receptionist will provide instruction and training to part-time 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, confirmation of birthday party bookings and fee discounts are referred to supervisor.

WORKING CONDITIONS

Physical Effort:
Dexterity for operating cash register, 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.

KEY SKILLS AND ABILITIES

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 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.

