



Recreation Programmer – Reception Temporary Full Time to January 2024 Competition No. 22-61

Internal/External Opportunity
This is a Union Position



Located next to downtown Victoria, the Township of Esquimalt, with a population of over 17,000, is home to Canada's Pacific Naval Fleet. The community boasts extensive amenities including beautiful parks and beaches, scenic waterfront walkways as well as modern recreational facilities, schools and commercial services.

The Parks & Recreation Department is seeking a motivated individual to fill a temporary full-time Recreation Programmer- Reception position for a period up to January, 2024. Reporting to the Recreation Coordinator, the Programmer supports administration of recreation programs, events, and services by providing leadership and supervision to the reception staff, and by being the registration software Super User. This position will appeal to a flexible, resourceful, and adaptable team leader with a proficiency with PerfectMind software.

The ideal candidate will have a Diploma in Business Administration (2 years or equivalent), including courses in accounting and leadership, and will have basic first aid, CPR "C", and 2 years related experience in a municipal or similar environment.

Duties: Provides daily supervision to reception staff and coordinates the flow of work from Parks and Recreation staff to front desk staff and assists in the recruitment and development of reception staff.

Other preferred qualifications include:

- Proficiency with PerfectMind software (or similar Recreation Management Software);
- Knowledge and experience with Recreation Programming and budgeting; and,
- Strong leadership and interpersonal skills with the ability to work effectively and collaboratively in a team environment.

Prior to applying, please review the attached job description which provides a detailed outline of key duties and required qualifications, skills, and abilities.

Salary: \$33.61-\$36.28 hourly plus benefits (2021 rates)

Hours per week: 35

Please submit your resume and covering letter quoting **Competition no. 22-61** by **4:00 p.m.** on September 21, 2022 to: robbie.young@esquimalt.ca

Please note this position requires a Criminal Records Check, and the Township has a COVID-19 Vaccination Policy requiring all employees be vaccinated as a condition of employment.

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

Date posted: September 6, 2022

1229 Esquimalt Road
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t. 250-414-7101
f. 250-414-7111
www.esquimalt.ca

ESQUIMALT POSITION DESCRIPTION

EFFECTIVE DATE: 2012

Reviewed: August 2022

Approved by: Manager, Recreation Services

Position Title:	Programmer – Reception Services
Department/Division/Section:	Parks and Recreation

POSITION FUNCTION

Supports administration of recreation programs, events, and services by providing leadership and supervision to the reception staff, and by being the Registration Software Super User.

KEY DUTIES

Coordinate the flow of work from Parks and Recreation staff to front desk staff.

Assists the Recreation Coordinator in the recruitment, promotion and development of reception staff. Provides daily supervision to reception staff.

Provide leadership and act as the SuperUser and main internal contact for Department Registration and Point of Sale Software and IT initiatives that support customer service and program delivery.

Assists the Recreation Coordinator in the preparation and management of annual program budget to include preparation of reports and proposals regarding supplemental and capital budget items and overseeing annual expenditures and revenues.

Works with the Recreation Coordinator to perform a variety of administrative tasks including work plans, prepares reports, record keeping, service area marketing and promotions, and provides program and services information to the community and customers.

Communicate verbally and in writing with co-workers, customers, community groups, other Departments, and outside organizations and agencies. Provides excellent customer service. Attends community meetings as required.

Liaise, support, facilitate and maintain strong working relationships with patrons.

Perform other duties where qualified.

INDEPENDENCE

Work is assigned by a Supervisor through annual objectives and work plan, and performed according to established guidelines.

Work is reviewed through discussion with Supervisor.

Issues such as the purchase of supplies and equipment, reception staff supervision and schedules, and finances are handled independently as per job description; hiring and discipline of staff and modifications to policy and procedure are completed with the assistance of or referred to Supervisor.

WORKING CONDITIONS

Physical Effort:

Lift and move lightweight equipment and supplies (occasional).

Mental Effort:

Deal with complaints and negative comments; meet multiple deadlines (frequent).

Visual/Auditory Effort:

Normal.

Work Environment:

Office and community program sites.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Promote, incorporate and role model the Township's core values into 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.

Understand, apply and provide instruction with various recreation and point of sale software and willingness to learn new technology or software

Knowledge of community recreation programming, planning, delivery methods, and administration.

Ability to analyze recreation program needs and develop appropriate solutions.

Demonstrated leadership skills, supervisory knowledge and ability to train leadership staff and volunteers.

Work effectively in and contribute positively to a team environment.

Ability to develop operating and program budgets based upon work plans.

Excellent verbal and written communication skills.

Ability to develop marketing materials.

Ability to organize and prioritize work.

Excellent customer service skills and ability to deal with public in a courteous and tactful manner.

Intermediate computer skills include basic keyboarding.

Ability to maintain accurate financial and administrative records and statistics.

QUALIFICATIONS

Formal Education, Training, and Occupational/Professional Certification:

Diploma in Business Administration (2 years) including two accounting courses and two leadership/supervisory courses.

Standard First Aid Certificate and CPR "C".

Possess and maintain positive criminal record check.

Additional portfolio specific recognized technical certifications may be required.

Experience:

2 years related experience or an equivalent combination of education and experience.

OTHER

Length of time to become familiar with job duties and responsibilities: 6 months.

May be required to work outside normal hours for operational reasons.

May be requested to substitute in a more senior position.