



TOWN OF HAY RIVER – POSITION DESCRIPTION

IDENTIFICATION

| Position Title | |
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| Customer Service Clerk – Recreation Programmer Aide | |
| Position Number | Reports to |
| | Recreation Programmer |

PURPOSE

To greet the general public at the Recreation Centre front desk, ensure proper referrals, and assist with department operations. Administer recreation programs on an as an when needed basis, during evenings, weekends and possibly holidays, as designated by the Recreation Programmer

SCOPE

The position of Customer Service Clerk/Recreation Programmer Aide reports directly to the Recreation Programmer and works to provide excellent public service to users and members of the public who contact the Town or come to the facility. The incumbent provides competent administration and organizes various programming/booking requests from the public efficiently and effectively.

RESPONSIBILITIES

1. Welcomes people to the building, provides information and answers any questions they may have. This includes but is not limited to:
 - Providing a proactive welcome and making clients feel comfortable in the building
 - Ensuring a good first impression of the Town, its staff and the building; being an ambassador
 - Provide information and answer any questions
 - Maintaining a knowledge of current issues and events around town in order to strive to be able to assist in answering questions
 - Accepting entry fees and undertaking other client payments/financial transactions

2. Administers bookings and financial aspects of programming. This includes but is not limited to:
 - Book meeting spaces in the Recreation center
 - Ensure members of the public complete all necessary paperwork for bookings
 - Create billings for the meeting spaces and Aquatic Centre, including billing the swim club
 - Invoice for room rentals

- Accept payment for public use of the pool; sell swim passes
- Keep track of all pool wages and accounts
- Undertake administrative tasks as assigned
- Perform safety and security checks of facilities on a daily basis
- Ensure facilities are locked and secured when not in use

3. Perform other related duties as required.

COMPETENCIES

Competencies are the attitudes, attributes, behaviours or other personal characteristics that are needed in order to perform a job well. Competencies are intended to complement the credentials, education and technical proficiency that an individual typically brings to a position. The Town will support staff in enhancing their competencies and learning to apply competencies to their daily work.

The following core competencies are expected of all employees of the Town.

Organizational awareness – understands big picture of issues facing the Town and community; aware of community events and occurrences; values the place of the Town within the community, understands the connection between his/her role and the vision and mission of the Town.

Customer Service – balances the interests of clients; re-adjusts priorities to respond to pressing and changing client needs. Anticipates and meets the needs of clients; achieves quality end products; committed to continuous improvement of services; ambassador for the Town to customers and clients.

Manage Resources Wisely – recognizes the value of resources - whether they are financial, human, information, material, assets, etc – and strives to use these prudently and sustainably, in the best interests of the Town.

Interpersonal skills – considers and responds appropriately to the needs, feelings and capabilities of different people in different situations; tactful, compassionate and sensitive; treats others with respect.

Oral Communication – makes clear and convincing points to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.

Written Communication – expresses facts and ideas in writing in a clear and organized manner

Problem Solving – identifies and analyzes problems; distinguishes between relevant and irrelevant information to make informed decisions; provides solutions to individual and organizational problems.

Continual Learning - grasps new information; recognizes own strengths and weaknesses; pursues self-development, seeks feedback from others and welcomes opportunities to learn new things.

Flexibility – open to change and new information; adapts behavior and work methods in response to new information; adjusts to new situations warranting attention and resolution.

Sound Decision-making – exercises good judgment in making decisions; seeks all the information to make informed decisions; perceives the impact and implication of decisions, even when data is limited or solutions produce unpleasant consequences.

KNOWLEDGE and SKILLS

The following knowledge and skills are required for an individual to be able to perform the duties of this position:

- Excellent customer service/public relations skills
- Troubleshooting and problem solving skills
- effective verbal and listening communications skills
- Basic financial skills
- Administrative and organizational skills
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QUALIFICATIONS

The Casual Customer Service Clerk – Recreation Programmer Aide would normally attain the required knowledge, skills and attitudes through completion of a High school diploma, along with certification in the following.

- In depth knowledge of Windows, Microsoft Word, and Excel
- First and CPR
- Class five driver's license with ability to get a class four driver's license
- Some Recreational Programming experience is suggested

WORKING CONDITIONS

Physical Demands

The Customer Service Clerk/Recreation Programmer Aide will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Clerk Receptionist may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The Customer Service Clerk/Recreation Programmer Aide may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of members, residents, clients and contractors. The Customer Service Clerk may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

The situations and programs taking place in facilities maybe noisy and busy making it difficult to concentrate. A mild chlorine scent from the pool is to be expected.

Mental Demands

The Customer Service Clerk/Recreation Programmer Aide will have to manage a number of requests and situations at one time. Stress may be caused by the need to multi-task. Dealing with the public can be stressful if customers are irate or upset.

ADDITIONAL REQUIREMENTS

Position Security (✓ check one)

- No criminal records check required
- Position of Trust – criminal records check required**

- Highly sensitive position – requires verification of identity and a criminal records check

CERTIFICATION

Position Title: Customer Service Clerk

| | |
|--|---|
| <p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
| <p><i>“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.”</i></p> | |