TOWN OF HAY RIVER – POSITION DESCRIPTION

IDENTIFICATION

Position Title	
Customer Service Clerk	
Position Number	**Reports to**
	Recreation Programming Supervisor

PURPOSE

The Customer Service Clerk is responsible for greeting the public and providing general information concerning the Recreation Centre and its services and programs, as well as about the Town in general.

SCOPE

The position of Customer Service Clerk reports directly to the Recreation Programming Supervisor, Director of Recreation & Community Services and works to provide excellent public service to users and members of the public who contact the Town or make use of the Hay River Community Centre. 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 questions. This includes but is not limited to:
    - Providing a proactive welcome and making patrons feel comfortable in the building;
    - Being an ambassador of the Town by providing a good first impression of The Town of Hay River staff, facilities and services; and
    - Receiving payment from users of THR Recreation services and undertaking other client financial transactions.

2. Administers bookings and financial aspects of programming. This includes but is not limited to:
    - Receiving and processing rental requests and agreements for bookings the Hay River Community Centre;
    - Ensuring all necessary paperwork is complete for rentals and bookings;

- Preparing invoicing requests for rental spaces at the Hay River Community Centre and other Town of Hay River Department of Recreation facilities;
- Receiving payment from patrons of the Don Stewart Aquatic Centre, including the sale of swim passes and memberships;
- Undertake administrative tasks as assigned;
- Perform safety and security checks of facilities on a daily basis; and
- Ensure facilities are locked and secured when not in use.

3. Perform other related duties as required.

COMPETENCIES

Competencies are the attitudes, attributes, behaviors 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 and public relations skills;
- Troubleshooting and problem-solving skills;
- Effective verbal communications and active listening skills;
- Basic financial skills;
- Administrative and organizational skills;

QUALIFICATIONS

The Customer Service Clerk would normally attain the required knowledge, skills and attitudes through completion of a high school diploma. Equivalencies will be considered.

WORKING CONDITIONS

Physical Demands
The Customer Service Clerk will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. Light lifting of supplies and materials may be required from time to time.

Environmental Conditions
The Customer Service Clerk 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, time and stress management skills to complete the required tasks.

Sensory Demands
Activities and programs taking place in the facilities may be 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 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 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

_____ Employee Signature _____ Printed Name _____ Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Supervisor Title _____ Supervisor Signature _____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
"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."	