

RECREATION CASHIER

EXEMPT:	No	DIVISION:	Recreation Services
SALARY LEVEL:	Grid 2, Band 3	DEPARTMENT:	Community Services
SHIFT:	Various	SUPERVISOR:	Recreation Office Coordinator
LOCATION:	SCRD Rec Facilities		
APPROVED BY:		DATE:	Nov 2020
<i>Replaces:</i>	<i>Recreation Cashier</i>	<i>Date:</i>	<i>July 2018</i>

SUMMARY: Reporting to the Recreation Office Coordinator, and working within a community development philosophy, this position provides cashier and general customer service support to the Recreation Centres on the Sunshine Coast; strong customer focus is key.

KEY RESPONSIBILITIES *include the following; other responsibilities may be assigned.*

1. To register customers for SCR D recreational programs and facility bookings utilizing computerized registration program.
2. To process payment for recreation programs, facility bookings, point of sale, pro shop items and memberships
3. To provide routine information to the public on recreation services programs and memberships
4. To comply with, and promote, safe work practices and procedures in order to effect a safe and healthy work environment.

TYPICAL ACTIVITIES *include but are not limited to the following; other activities may be assigned.*

1. Registers public by phone, mail, and in person for recreation programs, memberships, facility bookings, utilizing registration software.
2. Receives and processes payment of admission fees, facility booking fees, retail products, memberships & programs and operates point of sale terminal.
3. Responds to inquiries from the public (including facility bookings and customer complaints) in person and by phone or directs person to the appropriate resource; takes messages and forward calls; record information regarding lost or stolen items.

KEY RELATIONSHIPS *To perform the typical duties of this job successfully, an individual must have contact with certain people that are not in the direct reporting relationship.*

- Parks and Recreation Staff

- Contract Instructors, Program Co-ordinators
- General Public

DECISION MAKING AUTHORITY *Decisions that are made in carrying out the typical duties of the job without referring to the Manager.*

- Handling customer inquiries and concerns

PROBLEM SOLVING RESPONSIBILITY

- Resolving basic customer concerns i.e. locker operation

QUALIFICATION REQUIREMENTS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum qualifications required.*

FORMAL EDUCATION AND TRAINING

- Completion of Grade Ten (10)

EXPERIENCE

- Six (6) months experience in a customer service role
- Experience in handling cash

OTHER SKILLS/KNOWLEDGE

- Knowledge of programs and services provided
- Able to exhibit courtesy, tact and diplomacy in dealing with the public and be neat and presentable in appearance
- Ability to handle cash
- Ability to multi-task and focus in a busy and distracting office environment
- Ability to work accurately and handle details that frequently change
- Able to understand verbal and written instructions in English, fill in simple forms, count and perform addition and subtraction

MEASUREMENT DATA *(To be used in combination with the SCRD core competencies):*

- Public is assisted with tact and diplomacy
- Information disseminated is accurate

SUPERVISORY RESPONSIBILITIES

n/a

ADDITIONAL INFORMATION

- Required to work evening, early mornings and weekends
- Satisfactory results from RCMP Criminal Record Check
- The incumbent is expected to support Corporate sustainability and workplace safety objectives.