

RECREATION CLERK

EXEMPT STATUS:	Bargaining Unit	DIVISION:	Recreation Services
SALARY LEVEL:	190 points	DEPARTMENT:	Community Services
LOCATION:	Various	SUPERVISOR:	Recreation Office Coordinator
APPROVED BY:	Manager, Recreation Svcs	UPDATED:	March 2023
POSITION HOURS:	35		

Replaces: Recreation Cashier

Previous Version: November 2022

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

KEY RESPONSIBILITIES *include:*

1. To provide receptionist services at recreation facilities by greeting recreation services customers in person, by email, or on the telephone, responding to enquiries real-time and any messages as applicable, and/or redirecting enquiries to the appropriate party.
2. To use a registration database software system to assist customers and process pre-approved documents in accessing recreation services.
3. To issue and receive payments including refunds for recreation services and maintains related database as required.
4. To complete clerical duties including, but not limited to, opening, and closing routine checklists, insertion of data into pre-formatted spreadsheets, running pre-formatted reports, updating video display messages, and following other established procedures.
5. To stay up to date and provide routine information to the public on recreation services.
6. To provide little to no problem solving, exercising some judgement, which is often procedural.
7. To comply with, and promote, safe work practices and procedures in support of a safe and healthy work environment.

TYPICAL ACTIVITIES *include:*

1. Greets customers coming into recreation facilities, answers enquiries (questions or complaints), takes messages or directs them to the appropriate Staff for follow up.
 2. Answers customers questions about recreation services including, registered and drop-in programs, information about passes, SCRD Recreation facilities and the amenities included, how to register, when to register, how to access recreation facilities, lost or stolen items and assistance for people who need help accessing recreation facilities.
 3. Operates a telephone system to answer, and forward telephone calls, as needed, responds to general enquiries coming through recreation email and assist customers with online registration assistance.
 4. Registers, waitlists, withdraws, or transfers customers in registration programs by phone, email, and in person.
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5. Sells and stops passes, sells retail products, ensures passes are validated by patrons, or processes drop-in admissions for each visit to a recreation facilities.
6. Receives and processes payments or refunds for registration programs, passes (includes setting up automatic renewals), outstanding accounts, and POS items through the registration database software and verifies accuracy of information in database with customers. Reconcile cash and other payments for each shift.
7. Completes various clerical duties to assist recreation services including completing daily checklists, notifying patrons of changes to recreation programs, data collection and entry, filing documents, checking that up-to-date information is posted in recreation facilities, distributing mail, and printing reports.
8. Stays current on SCRD and recreation services information for the purpose of information sharing.
9. Provides work guidance to new or relief cashiers on registration software, including where supplies and equipment are kept, revenue processes, and answering or redirecting questions that new staff may have.

QUALIFICATIONS

- Completion of Grade Ten (10).
- Six (6) months of relevant experience in a customer service role, including handling cash, entering data.
- Working knowledge of computer software, including Microsoft Office Suite.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Strong knowledge of SCRD programs and services provided.
- Able to enter data into a computerized system accurately and efficiently.
- Ability to handle a variety of tasks with numerous interruptions.
- Ability to interact effectively with customers by phone or in person, demonstrating a strong customer focus and an ability to defuse confrontational situations as required.
- Ability to work effectively as a member of the divisional team.
- Ability to work with accuracy and attention to detail.
- Required to work evenings, early mornings and weekends.
- Satisfactory results from RCMP Criminal Record Check.
- The incumbent is expected to support Corporate sustainability and workplace safety objectives.
- This position may work at a variety of locations.