



# Pool Desk Receptionist - Job Description

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## Job Information

Title:	Pool Desk Receptionist
Department:	Recreation
Immediate Supervisor:	Director of Recreational Services
Rate of Pay:	Per CUPE Local 259 Collective Agreement
Hours of Work:	Per CUPE Local 259 Collective Agreement
Benefits:	Per CUPE Local 259 Collective Agreement

## Job Summary

The Pool Desk Receptionist is responsible for providing customer service to the public, processing point of sales transactions, and assisting with other duties including the promotion of recreational programs and/or other courses. The receptionist will be an effective team member whose contributions will assist in the achievement of departmental objectives.

## Organizational Status

The Recreation Department manages the delivery of municipal recreation services, including recreation programs, outdoor rinks, playgrounds and sports fields; and the care and maintenance of municipal recreation facilities, community centers and halls.

The Department works closely with other municipal departments and provides assistance to them on an as required basis.

## Essential Duties and Responsibilities

1. Provide a friendly, welcoming experience by greeting customers as they enter the facility.
2. Provide all customers (including groups) with a friendly, accurate and efficient registration and/or facility/program access process while following policies and procedures.
3. Answer the phone in a courteous manner; listen, identify and resolve the caller's need(s); and efficiently transfer calls as necessary.
4. Ensure the front desk/lobby areas remain clean, organized and ready to greet customers.
5. Receive and process registrations for various recreational programs and/or other courses offered by the department.
6. Receive and process facility rental requests (i.e. hall rentals, ice rentals, etc.) in accordance with departmental procedures. With respect to the Iroquois Falls Community Centre, assist in coordinating site visit for customers with recreation maintenance staff for orientation purposes.
7. Receive and process payments (i.e. cash, cheque, debit) for memberships, registrations, rentals, and other sales or services including the issuance of receipts and change due to customers.
8. Balance daily cash receipt deposits and perform nightly closing procedures to maintain accurate records.
9. Assist with the tracking of memberships by due date and issuance of reminders to customers.
10. Assist with the tracking of locker rentals and issuance of reminders to customers.
11. Assist with the compilation of program statistics including utilization rates and financials.



12. Assist in coordinating orientation sessions for new key fob users and in operating the key fob system while strictly following all key safety & security procedures.
13. Assist with the promotion of recreational programs and/or other courses offered by the department including the preparation of promotional materials.
14. Assist with the planning, preparations, delivery, and promotion of special events (i.e. Canada Day, Craft Show).
15. Assist the Aquatic's Coordinator with ensuring aquatic programs are properly staffed (i.e. calls to lifeguarding staff).
16. Assist with the requisitioning of office supplies and beverages.
17. Ensure prompt and proper reporting procedures for any damage or incidents.
18. Resolve customer services issues; escalate issues in a timely manner to the Director of Recreational Services, as appropriate; and/or refer customers to other departments, as appropriate.
19. Ensure lost-and-found items are treated with care, reported and stored according to departmental policies and/or procedures.
20. Ensure the facility is secure at closing time, as per established procedures.
21. Ensure the security, integrity and completeness of all records.
22. Encourage a harmonious working relationship amongst all municipal employees.
23. Assist in achieving corporate excellence through information sharing, problem solving and teamwork.

### **Required Education / Work Experience**

1. Completion of grade 12 or equivalent.
2. Minimum one year experience in a customer service capacity.
3. Minimum one year experience processing point of sale (POS) transactions.
4. Experience with iCity Software and/or in a municipal environment will be considered an asset.

### **Required Skills and Abilities / Work Demands**

1. Demonstrated strong organizational skills with the ability to prioritize work in order to meet deadlines.
2. Excellent networking and interpersonal skills to interact with management, co-workers, and members of the public. These skills are required to represent the municipality and maintain its prestige and image as well as to provide a strong teamwork environment.
3. Excellent oral and written communication skills.
4. Excellent computer skills with the capacity to promptly learn new computer software programs relevant to the proper management of the department (i.e. Microsoft Office, iCity).
5. Demonstrated mathematical skills.
6. Work schedule involves day, evening and/or weekend shifts.

### **Other**

The statements contained in this job description reflect general details necessary to describe the principal duties and responsibilities, the education and work experience, and the skills and abilities required. It should not be considered an all-inclusive listing of work requirements. Individuals may be required to perform other duties as assigned as well as work in other departments to cover absences, provide relief, equalize peak work periods, or balance workloads.