



# EXTERNAL JOB POSTING

Dept.	Recreation Services	File No.:	7900-01 GMSP HR Rec Clerk 2017
Position:	Recreation Clerk	Pay Rate:	Pay Grade 3
Posting Date:	Tuesday July 4 <sup>th</sup> 2017	Closing Date:	4:00pm, July 31 <sup>st</sup> 2017
Term:	Regular / Part Time		
Hours:	Schedule 'B' – Works and Services		

## Role

The *Recreation Clerk* ensures the smooth implementation and user satisfaction of programs in key Town of Golden recreation facilities.

## Nature and Scope of Work

Under general supervision of the Manager of Recreation Services, the position is the lead sales representative for recreation facility rentals, program registration, and drop in programming fee collection at key Town of Golden recreation facilities, working effectively with the public and user groups to help administer the activities of recreation facility users.

The position also aids in the development of new and existing programs, manages the sales process associated with rentals in Town of Golden recreation facilities, administers statistics collection and user reports with the goals of building public engagement and growing programs in all Town of Golden recreation facilities.

## Primary Responsibilities

- Provide superior customer service and care in the promotion, booking, selling, registering, monitoring, and full cycle supervision of public and private activities and functions.
- Willingness to quickly address client requests.
- Creative problem solving approach.
- Act as the primary liaison with community groups and non-profit groups inquiring about facility bookings and special requests.
- Receive payments for admission to regularly scheduled and special recreation events.
- Keeps attendance records at all drop in programs.
- Implement and make contributions to the ongoing facility and program improvements with data collection and analysis for reporting.
- Develop and lead new recreation drop in programs.
- Monitor activities at facilities as necessary to ensure compliance, supervision, positive presence, safety, and security.
- Ensure program equipment and supplies are safe and in good condition.
- Ensure all potential safety hazards are addressed.
- Enforces rules and deals effectively with emergencies.
- Undertake regular janitorial tasks and routine maintenance duties as required.
- Portray a positive public relations image.
- Complete reports as required.
- Proactively ensure an environment of mutual respect and professionalism toward fellow employees and in accordance with relevant corporate policy.

## Secondary Responsibilities

- Coordinate and support special events.
- Provide recommendations on equipment and supplies to purchase and/or repair.
- Act as a support role to aquatic workers in emergency situations.
- Provide input and research future operating and capital budget items.
- Assist with the development of recreation department council reports.
- Assist with the development of facility specific marketing and communication efforts with the *Communications Official*.
- Perform additional duties as required by the *Manager of Recreation Services*.

## Supervision

The position reports to the *Manager of Recreation Services* with guidance and direction provided by the *Recreation Services Coordinator*.

## Minimal Qualifications

### *Education and Experience*

- Relevant experience working with the principles of recreation, health & fitness leadership; accounting; tourism; marketing and/or business.
- Previous experience with cash handling and operating a point of sale system.
- Able to perform daily cash outs and reconciliations with cash and debit transactions.
- Level 1 First Aid Certificate or equivalent.
- Grade 12 diploma or equivalent.
- Possession of a valid and current British Columbia class 5 Driver's License.
- Ability to communicate effectively both orally and in writing in English and deal courteously, tactfully and diplomatically with supervisors, coworkers and the public.
- WHMIS Certification.

### *Specific Skills*

- Demonstrated ability to work independently with minimal supervision.
- Ability to demonstrate sport literacy and knowledge on effective sport program delivery.
- Ability to deal effectively with emergency situations that involve injuries and facility evacuations.
- Knowledge of the Red Cross Swim Lesson program.
- General knowledge of swimming pool and gymnasium programs, policies, and procedures.
- Confidence in working with Microsoft Outlook, Word, Excel and Power Point.
- Can demonstrate exceptional customer service skills.
- Ability to work well in a team setting.
- Strong organization and communication skills.

## Preferred Qualifications and Desirable Skills

- HIGH FIVE certification or other relevant training facilitated by the BC Parks and Recreation Association.
- Experience with grant applications and funding delivery.
- Past volunteer experience with a sports or service clubs.
- Past experience with coaching and additional coaching specific certifications.
- Familiarity with the Canadian Sport for Life Model.
- National Lifeguard and Red Cross Water Safety Instructor certifications.
  - Pool certifications would be considered an additional asset.
- CPR "C" accreditation and any advanced first aid training.

## Remuneration

Wage, terms, and work schedule are as indicated in the Town of Golden and CUPE Local 2309 Collective Agreement and applicable Letters of Understanding. The position is designed around a 35 hour work week based on a \$21.24 hourly wage.

**Applications may be delivered by post, fax, hand, or electronically,  
and will be received until 4:00 pm (Mountain Time) Monday July 31<sup>st</sup>, 2017 to:**

Jordan Petrovics, Manager of Recreation Services  
Town Hall - 810 9<sup>th</sup> Avenue South,  
P.O. Box 350, Golden, BC V0A 1H0,  
Fax: (250) 344-6577, E-mail: [Jordan.Petrovics@golden.ca](mailto:Jordan.Petrovics@golden.ca)  
*Candidates with lesser qualifications may be considered.  
Only those applicants selected for an interview will be contacted.*