

# TOWN OF NIVERVILLE

<b>POSITION TITLE:</b>	<b>FACILITY SCHEDULER</b>
<b>REPORTS TO:</b>	<b>RECREATION FACILITY MANAGER</b>
<b>JOB TYPE:</b>	<b>PART TIME (minimum 20 hours per week)</b>

## POSITION SUMMARY

The Facility Scheduler will focus on creating schedules throughout all Town of Niverville facilities to encourage maximum usage and fairness in facility bookings. The Facility Scheduler will also be responsible for selling advertisement space throughout the Town of Niverville facilities.

## GENERAL ACCOUNTABILITIES

### 1. Facility

- Provide scheduling of and access to resources that would encourage maximum use of existing facilities.
- Promote and educate facility organizations regarding granting and funding opportunities to assist in meeting capital and programming needs.
- Educate facility organizations on regulatory requirements (Best Practices).

### 2. Reception/Customer Service

- Answering phones in a professional manner, and routing calls, as necessary.
- Greet people and direct them to appropriate area.
- Communicate important building events / information to the building as required.
- Taking payment for rentals and memberships.

### 3. Operations

- Preparation of courts and flex space when required.
- Performing basic cleaning tasks throughout the facility.
- Monitors court attendant schedules and usage.
- Maintain inventory of equipment rooms, storage areas and kitchen, make sure spaces are clean and easily accessible.

**4. Advertising**

- Contact potential clients to describe advertising opportunities.
- Maintain existing client base while expanding their opportunities.
- Coordinate the installation of advertisements with the Recreation Facility Manager.

**5. Other Duties**

- Perform other duties as assigned by the Town related to Recreation.
- Help with grant writing and programming duties as needed.
- Provide backup duties as needed to programmers.

**KEY PERFORMANCE MEASURES**

- ✓ Service Quality measured by community feedback and scheduling.
- ✓ Scheduling to limit conflicts and maximize facility usage.
- ✓ Increasing advertising revenue in the facility.

**TECHNICAL COMPETENCIES**

- ✓ Practical knowledge and experience in computer systems for business/recreation applications.
- ✓ First Aid/ CPR must be completed prior to employment.
- ✓ Child Abuse Registry Check must be completed prior to employment.
- ✓ Abilities in public speaking & interpersonal communication.

**CORE COMPETENCIES**

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available.

## **BEHAVIOURAL COMPETENCIES**

- ✓ Communication Skills— Oral Demonstrates the ability to speak thoughts and express ideas effectively in individual or group situations.
- ✓ Communication Skills-- Written Demonstrates the ability to express ideas, thought and concepts clearly in writing, using correct and appropriate grammar, organization and structure.
- ✓ Problem Solving Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Action Oriented Can be counted on to get things done.
- ✓ Self-Confidence Belief in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition or conflicting ideas.
- ✓ Collaboration Works cooperatively with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results.
- ✓ Delegation Delegates responsibility and authority as appropriate.
- ✓ Innovation & Creativity Develops new insights into situations and applies different and novel solutions to make improvements with services, methods, systems or ideas.
- ✓ Planning & Organizing Is able to quickly identify what is important, establish priorities, creating work sequences in order to coordinate effort while maintaining work-flow and meeting deadlines.