

TOWN OF NIVERVILLE

POSITION TITLE:	RECREATION CAMPUS STAFF
REPORTS TO:	RECREATION FACILITY MANAGER
JOB TYPE:	PART TIME (8-25 HOURS PER WEEK)

POSITION SUMMARY

The Recreation Campus Staff is the first point of contact for visitors to the Community Resource and Recreation Centre. The Recreation Campus Staff attends to visitors, deals with inquiries on the phone and in person, and provides information regarding the building to the public. The Recreation Campus Staff will also be responsible for taking payment for rentals and memberships.

GENERAL ACCOUNTABILITIES

1. 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.
- Assist in day-to-day scheduling as required.

2. Facility.

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

3. Other Duties.

- Perform other duties as assigned by the Recreation Facility Manager.

TECHNICAL COMPETENCIES

- ✓ Practical knowledge and experience in computer systems for business/recreation applications.
- ✓ Child Abuse Registry and Criminal Record Check must be completed prior to employment and maintained throughout 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.
- ✓ Dependability Demonstrates being reliable, responsible, and dependable, fulfilling obligations.
- ✓ Attention to Detail Demonstrates being careful about details and thorough in completing work tasks.
- ✓ Mathematical Skills Demonstrates ability to calculate total payments received during a time period and reconcile with total sales daily.
- ✓ Stress Tolerance Demonstrates ability to accept criticism and deals calmly and effectively in high stress situations. (maintain composure, keeping emotions in check,

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.
- ✓ 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 workflow and meeting deadlines.