



**TOWN OF RENFREW
PARKS AND RECREATION DEPARTMENT**

Job posting – Closing Date August 27th, 2010

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE (Seasonal Fall / Winter/ Spring)
REPORTS TO: DIRECTOR OF PARKS AND RECREATION /PROGRAM DEVELOPER
DEPARTMENT: TOWN OF RENFREW PARKS and RECREATION DEPARTMENT

POSITION SUMMARY

The Customer Service Representative must have a customer's first approach to their duties and responsibilities at all times and is responsible for the supervision, smooth facilitation and security of the Recreation Centre Facility during non-office hours during the weekday evening and on weekends.

While maintaining the smooth facilitation of the daily schedule of activities of the Recreation Centre, the Customer Services Representative also performs a variety of regular tasks;

- ✓ **greeting the public and assisting user groups.**
- ✓ **general administrative duties** such as taking registration and payment for permits and invoices as well as writing receipts,
- ✓ **general maintenance tasks** as required to maintain safety and appearance of the facility such as sweeping, mopping, shoveling, setting up for and cleaning up after rental groups.

The Customer Services Representative is responsible for knowing and understanding the general operation of the Parks and Recreation Department, what programs, services and schedules are current and in effect, answering questions and finding answers for a varied clientele.

Above all, as the facility host while on shift, the Customer Services Representative will ensure that all patrons are treated with respect and dignity.

The incumbent will also assist in the maintenance for the Fitness Facility Membership Database
The incumbent works under the general supervision of the Parks and Recreation Director and the direct supervision of the Program Developer.

This position requires the ability to work evening shifts and weekend shift as assigned, and may include statutory holidays.

EXPECTATIONS

General

- ✓ Prompt arrival for each scheduled shift, maintaining a professional appearance at all times.
- ✓ Maintain a courteous and friendly manner with the public.
- ✓ Maintains program equipment and supply inventory and ensure equipment is kept in good repair, reporting deficiencies and inventories requirements to the Program Developer.
- ✓ Inspect program spaces and equipment following public use, recording and reporting discrepancies.
- ✓ Completes related assignments and reports as requested by the Program Developer

Knowledge, Skills & Abilities

- ✓ Must be trustworthy and capable of working independently, without direct supervision while also being able to work as a member of a dynamic team.
- ✓ Must be self motivated and willing to perform a variety of tasks as assigned.
- ✓ Must be responsible and able to work well with members of the public, possessing good communication skills and the ability to offer assistance to Recreation Centre clients when and where needed.
- ✓ Must be willing to enforce rules for the appropriate use the facility and equipment.
- ✓ Must be diligent in the provision of facility supervision. i.e.: conducting regular rounds, monitoring BODYWORX video surveillance cameras, clearing & closing doorways and inspecting various facility spaces throughout the shift.
- ✓ Must possess an agreeable telephone manner, answer phone courteously and take messages where applicable.
- ✓ Good working knowledge of Microsoft Office and Internet applications.
- ✓ Ability to learn and adapt to new and varied situations.

Duties and Responsibilities of League Referees

- ✓ Know the rules and regulations specific to the assigned league.
- ✓ Ensure that all equipment is set up at the beginning of the night (6:30 pm) and put away at the end of the night in the assigned storage space.
- ✓ As an official you are expected to Referee the games, it is your job is to STAND at the NET, officiate and keep score. Be courteous, but firm with your calls.
- ✓ **Game Score Sheets** must be submitted weekly – By Friday at Noon as weekly statistics will be prepared based on these submissions.

QUALIFICATIONS & SKILLS:

- ✓ Must be a mature person, minimum of 17 years old
- ✓ Have a strong and dependable work ethic
- ✓ Must possess a Standard First Aid/ CPR-C and AED Certificate
- ✓ Excellent written and verbal skills.
- ✓ Ability to skate and own a pair of skates (may occasionally have to fill in as Skate Patrol)
- ✓ **Additional skills include:** self direction, organized, ability to prioritize tasks, ability to keep busy and be productive in an often slow paced environment, ability to take initiative, non-judgmental attitude, and the ability to work both independently and as a member of a team, conflict management, computer literacy, good interpersonal and communication skills.
- ✓ Previous Customer Service experience and training is an asset
- ✓ Willing to participate in Departmental Training and Development Activities
High Five Program / Super Host Program

RATE OF PAY: \$11.94 per hour

Applications are to be sent to: Kelley Whitman-McKie, Director of Parks and Recreation
127 Raglan Street South Renfrew Ontario K7V 1P8
kwhitman-mckie@town.renfrew.on.ca

Appendix A

DUTIES of Recreation Centre Staff

- 1) Responsible for the Recreation Centre building, opening and securing the building properly at the end of each shift.
- 2) **Check and secure** all doors, windows, lights, appliances before leaving after each shift.
- 3) Facility rounds should be routinely conducted, checking for hazards, stragglers, bystanders, keeping noise levels moderate and picking garbage up on the way.
 - Facility must be kept clean and free of hazards.
 - Floors must be swept and mopped on an as required basis.
 - Facility stairs and entrance ways must be shoveled and salted on an as required basis throughout the winter.
- 4) While on duty, staff must be conscious of the needs of various client groups by:
 - Being familiar with weekly schedule and monthly booking calendar.
 - Knowing what groups are assigned to various rooms and may require some assistance in their set up and clean up.
 - Knowing where to find requested information.
- 5) Upon arrival check daily calendar and make sure each corresponding room is ready and open just prior to their meeting time.
- 6) **BODYWORX** Members must sign-in before using the gym and must sign-out upon leaving. Bodyworks is a **members only** facility space, no bystanders please. Monitor for abuse of membership privileges (weights should be removed from bars and floor surrounding equipment and returned to weight stacks)
- 7) Throughout the program season the staff will be required to take registrations for recreation programs and or accept rental fees. Proper procedures must be applied i.e. registration form completed fully, address checked, appropriate fees charged, receipt given, money labeled and deposited in the safe at the end of shift.
- 8) **OPEN GYM:** Youth must Sign-in and Sign-out of the facility. The gym and games room is open for free play when a user or rental group does not book either facility. Supervision must be provided at all times. Sports equipment may also be loaned according to the individual circumstances and needs interest. All equipment must be stored at the end of each evening.
- 9) Meeting rooms should be checked and locked immediately following each use.
- 10) Monitor washrooms making sure there are no taps left running, toilets are flushed and supplies are kept stocked. Any horseplay or smoking is to be stopped immediately.

- 11) Daily report and Checklist forms are to be completed at the end of each day being careful to include statistics and mark anything of importance that occurred during your shift, i.e., messages, repairs, breakage, etc.
- 12) In case of an accident, administer basic first aid for minor injuries; call family first and ambulance if a serious major accident occurs. An accident form must be completed after each occurrence and left on the desk of the Program Developer.
- 13) Call the Police **immediately**, if serious problems occur, i.e.: threats to staff, possession and abuse of drugs or alcohol, fights between patrons. Prepare an incident report for submission the next day to the Program Developer.
- 14) **In the event of an serious accident or incident involving the police, you must advise the Program Developer and/or the Parks and Recreation Director immediately**