



Making a difference...together

Employment Opportunity

Cashier/Receptionist – up to 4 positions

Parks & Environmental Services – PANORAMA Recreation

Competition	19/237
Status	Auxiliary
Hours of Work	Various hours including days, evenings, weekdays and weekends
Rate of Pay	\$26.11 per hour (plus 14% in lieu of benefits) (2019 rates)
Review of applications begins	4:00pm on December 9, 2019; however, this competition will remain open until filled

Summary

The Cashier/Receptionist provides front-line reception and cashier support for the department. Work involves providing information on division programs and facilities and receiving funds for program admission, registration, rentals and tennis court bookings, registrations, lesson bookings, cash handling and dissemination of program and special event information to the public. Work schedule will vary and require an ability to work flexible hours, including weekends, early mornings and evenings in addition to statutory holidays.

The applicant or incumbent will be required to undergo a criminal record check in order to work in this position and to report to their supervisor if any criminal charges are laid against them that may be related to their employment in this position.

Duties & Responsibilities

- Provides counter and phone reception services to the general public and staff.
- Receives and directs customer inquiries regarding facilities and programs to appropriate staff.
- Provides program and schedule information to the general public.
- Process payments for admissions, program registrations, bookings and retail sales ensuring balanced transactions.
- Responsible for using the recreation software for program registration ensuring accurate data input for family and organization accounts.
- Responsible for racquet sport bookings.
- Maintains and controls various cash floats and secures all cheques/cash in safe.
- Production of copy jobs as required by other departments including advertising material, policy and procedure manuals and special event materials.
- Assist program and administration staff with special projects as required.
- Proofs and edits various marketing publications and brochures.
- Ensures the reception area is maintained in an organized and tidy manner at all times.
- Typing and general correspondence composition, as required.
- Maintains Lost & Found inventory
- Knowledge of emergency procedures assistance in responding to emergency situations including first aids and facility evacuations.
- Follows all policies, procedures and standards of the CRD
- Performs other related duties as required.

Qualifications

- Up to two (2) years of office experience including reception, cash handling responsibilities and the provision of excellent customer service in a public setting
- Experience in cash handling and familiarity with office equipment
- Proficiency with MS Outlook, Word and Excel and knowledge of recreation software such as Perfect Mind
- Current Emergency First Aid certification (or willingness to obtain)
- Excellent communication (verbal and written), interpersonal and customer service skills are required.
- Proficiency and experience with communication software (MS Outlook), word processing (MS Word), spreadsheets (MS Excel) and presentation (MS PowerPoint) software.
- Knowledge of office routines and procedures related to filing, record keeping and routine clerical duties
- Exceptional experience in communicating with the public, in person and by phone
- Ability to respond professionally to queries in person, over the phone and via email
- Ability to build and maintain collaboration and positive working relationships
- Ability to work well both independently and within a team environment
- Exceptional ability to handle multiple tasks
- Ability to handle and reconcile cash
- Ability to use a cash register and basic office equipment
- Ability to handle multiple in-coming phone calls

Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at www.crd.bc.ca under “Careers”.

The CRD thanks you for your interest and advises only those candidates under active consideration will be contacted.

