

Job Information

Job title	Recreation Receptionist Lead Hand		Job Code: RRECLH	Pay Grade: G
Title of immediate supervisor	Administrative Supervisor / Programmer II			
Department/Division	Parks, Recreation & Community Services / Recreation			
Prepared by	B. Dobler			
Date Created	August 2026	Revised date		

Job Purpose

The Recreation Receptionist Lead Hand is responsible for assisting with staff scheduling, addressing escalated customer or operational issues, and monitoring reception performance. The role provides ongoing guidance, coaching, and training to reception staff to ensure consistent, high-quality service delivery. The position supports team members in their duties as required to meet departmental service expectations, goals, and operational standards.

The position also serves as a primary first point of contact for the Recreation and Community Services divisions, providing frontline customer service for Saanich Parks, Recreation and Community Services programs and services. This position oversees the daily operations of the reception desk and supports the Administrative Supervisor or Programmer II in coordinating and guiding the reception team.

Duties and Responsibilities

- Provides day-to-day guidance, direction, and support to reception, clerical, and customer service staff.
- Assists with staff scheduling, onboarding, training, coaching, and maintaining performance and service standards.
- Acts as a resource for staff by resolving routine operational issues and escalating complex matters as needed.
- Supports a positive, collaborative team environment and overall team performance.
- Delivers frontline customer service as the first point of contact for the facility, including handling inquiries, complaints, and escalated issues.
- Provides accurate information on programs, services, memberships, and facility operations; assist customers with online services.
- Performs program registrations, membership sales, admissions, and point-of-sale transactions, including payments, credits, and refunds
- Receives, records, balances, and reconciles daily cash deposits; prepare floats and complete related financial documentation.
- Prepares and processes invoices, requisitions, cheque requests, and basic financial and purchasing card documentation.
- Supports payroll submission and administrative scheduling, including securing shift backfill.
- Provides comprehensive clerical and administrative support, including correspondence, reports, statistics, data entry, meeting minutes, and records management.
- Supports administrative and operational needs across multiple business units and program areas.
- Monitors facility access, admissions, and usage statistics; ensure compliance with policies and procedures.

- Performs reception and general office duties and provide backfill coverage for Facility Recreation Clerk roles as required.
- Assists team members with administrative tasks and general office functions.
- Initiates workplace injury management procedures in the absence of the Supervisor.
- Leads or supports emergency response and inclement weather procedures, including evacuations and priority communications (website, email, signage).
- Provides coverage in the absence of the Administrative Supervisor as required.
- Operates standard office equipment and software systems.
- Performs other related duties as required.

Qualifications

- Grade 12 or equivalent.
- 12 months continuous experience within the past five (5) years working in a public facing reception counter environment with cash handling, including receiving and processing computerized registrations (or similar) experience in a fast-paced customer service environment; including six (6) months' experience of general office administrative work and six (6) continuous months previous experience in directing the work of others. Preference may be given to those with a Recreation Centre background.
- Proven supervisory or leadership skills, with the ability to coordinate workloads, support team performance, and maintain a positive work environment.
- Proficient in Microsoft Office Suite.
- Experience with computerized registration management system. Preference may be given to those with recreation registration software experience.
- An equivalent combination of education and experience may be considered.

Physical Requirements

No physical activity required. Required to remain in the front reception area when working alone.

Working Conditions

Front line position interacting with the public where the reception desk is positioned near the entrance to services.