

Job Information

Job title	Recreation Receptionist		Job Code: RREC	Pay Grade: E
Title of immediate supervisor	Administrative Supervisor / Programmer II			
Department/Division	Parks, Recreation & Community Services			
Prepared by	N. Pallan			
Date Created	Dec 15, 2014	Revised date	Feb 24, 2020, April 2025	

Job Purpose

To be the first point of contact in the Recreation and Community Services divisions. Receptionists are responsible for providing customer service regarding Saanich Parks, Recreation and Community Services programs and services. The position supports team members in their duties as required, to meet the service expectations and departmental goals and objectives.

Duties and Responsibilities

- Provides a first point of contact for customer service in the facility.
- Provides customer service to visitors and outside agencies, including providing direction and information regarding the facility, programs and services
- Performs customer registration and membership sales while providing comprehensive information on Saanich Parks, Recreation, and Community Service facilities, programs, and services; Supports and guides users through online services.
- Receives payment for programs, services and retail sales. Processes client and retail sales information through computer and point of sale system. Including credits and refunds both in person and over the telephone and processing all related paperwork.
- Receives, records, balances daily deposits and prepares floats.
- Provides clerical support such as; statistic tracking, meeting minutes, and entry of programming data, to facility sections
- Assists team members in performing office duties as required. Provides clerical support to various business and operational units in facility.
- Monitors facility access and admissions. Maintains accurate statistical and filing systems for the facility.
- Leads or supports aspects of facility emergency response and inclement weather procedures, including facility evacuations, priority communications on website, email, and onsite signage related to service interruptions.
- Operates a variety of office equipment.
- Performs other related work as required.

Qualifications

- Grade 12 or equivalent.
- Six continuous months 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 three months' experience within the past five (5) years of general office administrative work. Preference may be given to those with a Recreation Centre background.

- 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.