

NOW HIRING



CITY OF
PORT ALBERNI

RECEPTIONIST (full-time)

Parks, Recreation & Heritage

The City of Port Alberni is looking for a positive, enthusiastic and customer-service focused Receptionist to join the Parks, Recreation and Heritage team. This full-time position will perform a wide variety of reception and administrative duties, primarily at Echo Centre and the Aquatic Centre.

Examples of duties include:

- providing great customer service
- processing program registrations and admissions, and taking bookings for recreation facilities
- providing information about City programs and events
- maintaining proper cash handling procedures
- performing a wide range of clerical and administrative duties
- acting as the designated first aid attendant for staff
- providing administrative coverage at other recreation facilities as required

Required qualifications include:

- completion of Grade 12 (or equivalent)
- completion of computer and office administration courses
- previous reception and customer service experience
- demonstrated competency using MSOffice programs (Outlook, Word, Excel)
- ability to type 60 wpm
- current Standard First Aid with CPR-C/AED certification

The successful candidate will be required to successfully complete a Police Information Check. The rate of pay for this position is \$32.79 per hour and includes a full benefits package. This position works Thursday – Monday, primarily 12:45 – 8:45pm.

To Apply:

Please forward a resume and cover letter, including copies of your qualifications, by February 3, 2023:

Attention: Human Resources
By mail: City of Port Alberni, 4850 Argyle Street, Port Alberni, BC V9Y 1V8
By email: humanresources_resumes@portalberni.ca

We wish to thank all applicants for their interest and advise that only those selected to be interviewed will be contacted.

www.portalberni.ca



City of Port Alberni
Job Description - RECEPTIONIST (Parks, Recreation & Heritage)

1. Nature and Scope of Work

This is clerical reception work involving customer service, admissions, registrations and word processing performed at reception desks within the Parks, Recreation and Heritage Department. The incumbent is responsible for: providing information and assistance to guests, participants, and staff; processing admissions; processing registrations for all recreation programs (in person and over the phone); taking bookings for recreation facilities; and maintaining proper cash handling procedures. In addition, the incumbent is responsible for performing moderately complex word processing assignments, training reception staff, and ensuring that the reception area runs smoothly and efficiently. The incumbent acts in accordance with WorkSafeBC as the designated first aid attendant for Echo Centre and related staff. The work is performed under general supervision and in accordance with well established guidelines and procedures. Work performance is checked and reviewed by a supervisor in terms of efficient and effective customer service, clerical, reception and cashier services provided.

This position works primarily at Echo Centre and the Aquatic Centre, and provides coverage at other recreation facilities as required. This position is also the back up for the Booking Clerk.

2. Illustrative Examples of Work

- Greets and welcomes patrons and guests into the facility.
- Receives and processes inquiries from guests and participants related to Parks, Recreation and Heritage operations, programs and services as well as operating schedules and fees; processes registrations and bookings for classes, lessons, programs, facility rentals, and other events.
- Promotes and sells facility memberships as well as promotes recreation programs, classes and courses.
- Performs reception and customer service duties including answering phone calls, emails and in-person inquiries and complaints; provides referrals to appropriate department staff.
- Prepares schedules for marketing and advertising, processes contracts and payments, and performs routine clerical tasks relative to the operation of the office and reception area.
- Utilizes registration software, operates various office equipment including a cash register, receives payments by various methods, balances daily transactions and prepares cash reports.
- Trains reception staff as required.
- Contacts the appropriate staff member to cover work as required.
- Maintains the office and reception area in an organized and professional manner.
- Administers first aid treatment for staff and the public and maintains safety related records and required forms.
- Assists Parks, Recreation and Heritage staff with emergency procedures as required.
- Performs related work as required.

3. Knowledge, Abilities and Skills

- Considerable knowledge of the programs and services offered by the Parks, Recreation and Heritage Department including programs, courses, services, events, facilities and operations.
- Considerable knowledge of the procedures, policies and regulations applicable to bookings and registrations for facilities, events, programs and lessons.
- Ability to establish and maintain effective working relationships with guests, participants and staff in a professional, friendly and informative manner.
- Ability to provide a variety of diverse information, assistance and service to a wide variety of contacts in a courteous, professional, tactful and diplomatic manner. Ability to perform cash handling duties accurately.

- Ability to train reception staff as required.
- Ability to perform moderately complex word processing assignments, and prepare and maintain non-complex records accurately and rapidly.
- Ability to accurately respond to inquiries, take accurate messages for staff, and refer patron's concerns, questions and comments to the appropriate staff member in accordance with established procedures.
- Sound knowledge of general office procedures as well as the operation of various office equipment, including a telephone system and cash register.
- Knowledge of the methods, procedures, and equipment used in administering first aid treatment and skill in administering first aid as per WorkSafeBC regulations.
- Ability to perform duties under general supervision including working independently, and follow security and lock-up procedures.
- Ability to present a positive and professional image to all guests, participants and staff.
- Ability to multi-task and adapt to changing priorities as needed.
- Ability to provide a consistent and professional level of customer service to guests, participants and staff.
- Strong organization skills with the ability to perform work accurately and with attention to detail.
- Strong communication skills in person, via e-mail and over the phone.
- Sound knowledge of business English, spelling, punctuation and arithmetic.

4. Training and Experience

- Completion of Grade 12 (or equivalent), including or supplemented by completion of computer and office administration courses, plus sound directly related clerical and typing experience, or an equivalent combination of training and experience
- Word processing speed of 60 wpm (Internal postings – 50 wpm)
- Previous experience using Outlook, Word and Excel
- Previous related customer service experience

5. Licenses, Certificates and Registrations

- Current Standard First Aid with CPR-C/AED certification (or equivalent)
- Successful completion of a Police Information Check