



**TOWN OF AMHERSTBURG
PART TIME GUEST SERVICES
PARKS, FACILITIES, RECREATION, CULTURE DEPARTMENT
JOB PROFILE**

Nature of Work

The person in this position will be responsible for providing customer service to residents and representatives from the community including government agencies, sports leagues and associations, service clubs and fraternal organizations and other organizations on recreation matters.

Controls Over the Work

Reporting to the Manager of Recreation Services, the Part Time Guest Services position follows established methods for provision of services from Town departments. Assists in the creation of new methods and procedures to better service the needs of the Recreation Services Department where required.

Particulars of the Position

- This is a part time, union position
- Scheduled hours will vary based on the needs of the facility and will include days, evenings, weekends, and holidays as part of the normal hours of work (must be available to work days Monday through Friday)
- This union position has a pay range from \$21.51 to \$23.54 per hour

Education and Qualifications

- Successful completion of Grade 12 education (OSSD or equivalent), plus courses in a related field
- 1 to 2 years' experience in customer service and cash handling
- Experience in sports/recreation or a related environment is preferred
- Good math skills and the ability to keep a balanced till
- Knowledge in computer based software (Microsoft Office, web-based programs and other recreational scheduling programming). Working knowledge of Fusion recreational facility scheduling software or equivalent is an asset
- Ability to problem solve and relay department policy to users/customers
- Effective inter-personal and oral/written communication skills
- Strong organization skills to effectively complete and prioritize assigned tasks and responsibilities within established time lines
- Knowledge of sports and recreational scheduling to efficiently and effectively handle all scheduling requirements is preferred

Duties and Responsibilities

- Greet and interact with customers in a professional and friendly manner at all times
- Assist customers with general inquiries about the facility, program registrations and general ARC procedures
- Manage program registrations and facility bookings
- Participate in program registration sessions during peak registration times
- Keep a balanced till, collect money and ensure proper handling of all money collected
- Keep a clean workspace
- Monitor common areas for unsafe activities or violations of ARC policies for general users
- Complete all required reports and daily logs
- Be familiar with and able to carry out the emergency procedures of the facility
- Provide customer service to all residents and representatives in the community on recreation matters
- Daily contact with the Recreation Services staff and other department staff on an as needed basis
- Perform other duties as assigned

Physical Demands

Work involves sitting and working on a computer for long periods of time, and light lifting up to 10 kg.