

JOB SUMMARY:

The Community Programs Booking Representative acts as a first point of contact for queries and rentals. The position will provide information, respond to customer questions and complaints regarding recreation facilities, facility rentals, parks rentals, current events, and recreational programs. In addition, this position will be responsible for providing administrative support to the Parks and Recreation Department, including general administrative responsibilities for cemeteries.

STATUS:

Regular Part-time

HOURS:

Monday to Friday, 10am to 2:00 pm (20 hours a week). Weekend and evening work may be scheduled as required. Shift hours may change periodically to provide department coverage.

IMMEDIATE SUPERVISOR:

Community Program Manager

KEY DUTIES & RESPONSIBILITIES:

- Maintain knowledge of all facility features and amenities and assist internal and external customers with rental inquiries and facility booking processes.
- Processing facility booking for a variety of recreational facilities including Parks, Rockmosa Community Centre, Marden Community Centre and Rockmosa Older Adult Centre.
- Accountable for the collection of rental permit payments and ensure all related conditions are met according to booking procedures.
- Maintain up to date records for insurance, accounts receivable and other rental related matters.
- Provide administrative support in preparing for rentals such as coordinating facility viewings, scheduling bartenders for assigned events and organizing cleaners on a regular basis.

- Respond to all general inquiries and customer complaints pertaining to facility services and amenities, and direct complaints and feedback effectively to come to a resolution.
- Maintain general administrative responsibility for cemeteries, including sales, records and reporting.
- Act as a liaison with volunteer community groups such as Lions, Hort. Society, etc.
- Maximize public understanding and increase awareness of the benefits of Parks and Recreation in the community.
- Assist with the planning, development, and execution of a variety of recreation programs.
- Assist with the development, planning and implementation of large-scale community events.
- Solicit sponsorship, advertising and donations for programs and events as required.
- Assist with the design, development, and delivery of promotional materials.
- Perform administrative and clerical duties for the Parks and Recreation Department.
- Perform other duties as may be assigned.

ADDITIONAL RESPONSIBILITIES

- Provide support and vacation coverage for Community Programs team.
- Ensure an environment that provides excellent customer service in the community.
- Assist with composing content for seasonal community guide.
- Provide support to all aspects of sales and customer support of Municipal cemeteries and film location rentals.
- Provide clerical support and coverage for reception.

EDUCATIONAL REQUIREMENTS

- Post-Secondary education in Recreation Studies, Office Administration, or a related discipline.

QUALIFICATIONS:

- 2 – 3 years progressive experience in a relevant setting.
- Experience processing facility bookings preferred.
- Previous municipal parks and recreation experience would be an asset.
- Knowledge of Recreation Management Software System is preferred (Xplor Recreation).
- Ability to multi-task under pressure, deal with interruptions and work effectively with the public.
- Experience with event management and working with diverse community groups including seniors, youth, and special needs individuals.

- Superior customer service skills. Ability to collaborate with volunteers and internal and external contacts.
- Computer proficiency in MS Office (Word, Excel, Outlook).
- Thorough knowledge of applicable legislation.
- Current standard level First Aid, CPR.
- Class “G” driver’s license in good standing.
- Current vulnerable person’s police reference check will be required upon hire.

EFFORT AND WORKING CONDITIONS:

- Flexible working hours – may require occasional evenings and weekends.
- Will involve local travel using municipal vehicles or own vehicle.
- Involves mental and visual concentration.
- Job requires light physical exertion.
- Working environment contains the usual risks or discomforts; no special safety precautions are required.

Approved by:



By: _____
CAO

On: _____

Created: April 2024