



Cashier - Receptionist (Full-time Permanent)

(Posting #2019-08)

Reporting to the Director of Recreation & Facilities or designate, this employee acts as the main reception for the Recreation Department. The Cashier - Receptionist is responsible for carrying out a variety of duties including accepting payments; recording registrations for activities, programs and events; issuing receipts; answering public inquiries by telephone and in person; and completing related clerical and administrative duties.

Qualifications/Knowledge/Skills/Abilities

- Completion of Grade 12, one year of cashier or reception experience, or/and equivalent combination of education and relevant experience.
- Knowledge of recreation programs and activities.
- Ability to perform cashier duties accurately.
- Ability to deal courteously and effectively with the public in providing factual information and assistance regarding activities and programs is essential.
- Ability to work independently following department policies and procedures with minimum supervision while maintaining a high quality level of work and effectively multi-task.

Special Skills or Other

- Proficiency with computers/applications (Microsoft Office).
- Must possess exceptional communication skills to provide excellent customer service in a professional, efficient and timely manner.
- This position is considered a position of trust within the Municipality and the successful applicant must successfully pass a Police Information Check including a Vulnerable Sector check.

Status/Hours/Shifts

Full-time; Permanent, 40 hours per week; shifts vary (may include some early mornings, evenings, weekends and statutory holidays).

Rate

Cashier: \$21.21 per hour as per the collective agreement, 90% probationary rate may be applicable depending upon applicant's current status.

How to Apply

A complete job description is available on our website at www.NorthernRockies.ca under Human Resources and applicants are encouraged to review it prior to applying. Please apply with your resume and cover letter via mail, e-mail or fax to:

Erin La Vale, CPHR
Deputy CAO/Director of Human Resources
NORTHERN ROCKIES REGIONAL MUNICIPALITY
Bag Service 399 | Fort Nelson, BC | V0C 1R0
Fax: 250-774-6794 Email: jobs@northernrockies.ca

Applications will be accepted until **4:30 pm on Wednesday, March 20, 2019.**

Please include an email address so we may contact you to acknowledge receipt of your application.

The Northern Rockies Regional Municipality is an equal opportunity employer.

Position Title: Cashier – Reception
Department: Recreation
Reports To: Director of Recreation & Facilities
Employee Group: Union – CUPE
Wage Group: Cashier - Reception

Date of Revision: April 2015

Position Summary:

Reporting to the Director of Recreation & Facilities or designate, this employee acts as the main reception for the Recreation Department. The Cashier - Receptionist is responsible for carrying out a variety of duties including accepting payments; recording registrations for activities, programs and events; issuing receipts; answering public inquiries by telephone and in person; and completing related clerical and administrative duties.

Responsibilities:

1. Specific Responsibilities

Act as cashier for all Recreation activities, programs, and events.

- Accept payment of varying forms for Recreation entrance fees, program registrations, and event fees and enter details into applicable computer system.
- Ensure appropriate activity waivers are signed or on file.
- Process payment receipts and refunds and assist with reconciliation of daily cash deposits/batches.

Act as reception for Recreation Centre visitors and users.

- Act as main telephone receptionist for the Recreation Department, screen and forward calls, provide information, take messages, and take bookings for the recreational facilities and equipment.
- Greet persons arriving at the Recreation Centre, determine nature and purpose of their visit, and direct them to appropriate destination.
- Provide information on recreation services, programs, and events either in person, via phone, or e-mail.
- Notify registrants of event cancellations if required.
- Assist visitors and customers in obtaining information regarding Fort Nelson and/or Northern Rockies Regional Municipality.

Related general clerical/administrative duties.

- Maintain routine records and statistics relating to the work performed.
- Sorting and filing a variety of materials.
- Performing routine word processing as required.
- Operate office equipment including but not limited to: computers, binding machines, calculators, photocopiers/scanners, postage machines, laminators, FAX machines, etc.
- Other clerical duties as required.

2. Additional Responsibilities

The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.

3. Statutory Roles

None.

Decision Making, Accountability, and Responsibility

1. Decision Making Authority/Independence

Written guidelines and procedures exist for majority of tasks performed. Ability to work alone and make informed decisions with a minimal amount of supervision with regards to which questions and situations can be independently answered versus needing referral to supervisor. Receives direction from the Director of Recreation and Facilities on non-routine matters.

2. Impact/Consequence of Error

Decisions consistently affect other Recreation Department employees, patrons and users of Recreation facilities and, at times, will affect the work performed in other departments. Inaccurate interpretation or relaying of information may result in complaints and/or financial loss to the Municipality.

3. Financial Impact

This position is accountable for receipt of fees and related accounting of payments to Finance, and provides related reports as necessary.

4. Human Resources

This is a non-supervisory position.

5. Occupational Health & Safety

Reports immediately, to the designated supervisor, all accidents or injuries and activates emergency procedures as required; detects and reports observed hazardous conditions, practices and behaviors in the workplace.

Contacts

1. Internal

Receives and provides routine information to other department staff.

2. External

Provides service and information to the public in person and over the telephone regarding Municipal Recreation programs, events, services and fees.

Working Conditions

1. Environment

Open office reception area – indoor recreation facility. Weekend, early morning, and evening shifts will be required. Occasional overtime may be required.

2. Physical Effort

Varying levels of physical effort, including moderate lifting, sitting, walking, standing, pushing and pulling, reaching, and carrying. Repetitive motion office tasks such as typing.

Qualifications

1. Formal Education

Completion of Grade 12.

2. Training/Experience

One year cashier or reception experience or an equivalent combination of education and experience.

3. Professional Designation/Licenses/Memberships

None required.

4. Knowledge/Abilities/Special Skills

Knowledge of:

- recreation programs and activities.

Ability to:

- perform cashier duties accurately;
- demonstrate continuous effort to improve operations, streamline work processes and work cooperatively towards an efficient and effective work environment;
- deal courteously and effectively with the public in providing factual information and assistance regarding activities and programs is essential;
- work independently following department policies and procedures with minimum supervision while maintaining a high quality level of work; and
- effectively multi-task.

Special Skills or Other

- Proficiency with computers/applications (Microsoft Office).
- Must possess exceptional communication skills to provide excellent customer service in a professional, efficient and timely manner.
- This position is considered a position of trust within the Municipality and the successful applicant must successfully pass a Police Information Check including a Vulnerable Sector check.



Recreation Cashier/Reception

The Northern Rockies Regional Municipality is presently accepting applications for a full-time **Recreation Cashier/Receptionist**.

The Recreation Cashier/Receptionist acts as the main reception for the Recreation Department and is responsible for accepting payments; recording registrations for activities, programs, and events; issuing receipts; answering public inquires; and related clerical tasks.

Qualifications include completion of Grade 12, one year of cashier or reception experience; or/and equivalent combination of education and relevant experience.

Full copies of the job postings are available on our website under employment at www.NorthernRockies.ca, and applicants are strongly encouraged to read the full posting prior to applying. Applicants are invited to respond in the form of a detailed resume and cover letter outlining education, experience, and qualifications to:

Erin La Vale, CPHR

Deputy CAO/Director of Human Resources

NORTHERN ROCKIES REGIONAL MUNICIPALITY

Bag Service 399 | Fort Nelson, BC V0C 1R0 | Fax: 250-774-6794

Email: jobs@northernrockies.ca

Closing Date: Wednesday, March 20, 2019 at 4:30 pm

Please visit our website at www.NorthernRockies.ca for a full copy of the job posting.