

Job Description

Customer Service/ Recreation Program Assistant



Position Synopsis and Purpose

Reporting to the Customer Service Coordinator, this position serves two roles. Firstly, this position provides customer service and administrative support at the Middlesex Centre Wellness and Recreation Complex (“Komoka Wellness Centre”). Secondly, this position is responsible for the implementation and delivery of recreation programs at the individual community centres, parks and the Ilderton Arena. In this capacity, this position will assist and act as a resource for both public and instructional programs including rentals at their scheduled recreational facilities.

As a member of the municipal team, the incumbent is responsible for serving Middlesex Centre by meeting the needs and expectations of residents, businesses and community partners, and striving to be the best through attitude, training and creativity.



Responsibilities

Customer Service Administration (50% of Time)

- Acts as first point of contact at the Wellness Centre for the public, answering inquiries over the telephone or in person, providing routine information and referring caller/visitor to appropriate staff member when required.
- Receives, logs and distributes incoming mail, faxes and emails to appropriate party either manually or electronically.
- Processes all outgoing mail.
- Coordinates and monitors items sent by courier.
- Receives payments over the counter, through a variety of methods. Posts all payments to the accounting software and issues receipts using the municipal computer program.
- Processes cash/debit/credit cheque batches and prepares the deposit.
- Ensures float is balanced daily.
- Ensures all cash deposits are reconciled and investigates issues.

- Responds to inquiries and provides information to groups and individuals on facility availability and pricing.
- Issues contracts for all municipal recreational facilities, including parks, arenas, community centers and sports fields using the municipality's booking software.
- Receives and processes rental payments, ensuring that all revenue collected is consistent with the central booking process and the Fee By-law.
- Provides support with records management functions related to community services.
- Assists the Customer Service Coordinator with maintaining and managing the filing system for both electronic and paper records in accordance with the records retention by-law as it relates to Community Services and Facilities.
- Provides administrative support to the department as required.
- Proofreads documents, editing and formatting as required.
- Ensures all documents published are AODA compliant.
- Performs all administrative support services which includes but not limited to the production of all forms, correspondence, reports, statements and presentation materials.
- Assists in data collection for annual reporting.

Recreational Programming (45% of Time)

- Works with the Customer Service Coordinator and Director of Community Services to develop and plan recreational programs and services.
- Assists in overseeing day-to-day operations of recreational programs.
- Monitors and maintains inventory of recreation program equipment and supplies, and sources and purchases when required.
- Assists with coordination of staff placements, substitutions and last-minute arrangement for recreation program coverage.
- Coordinates participants, part-time staff and volunteers.
- Responds to telephone inquiries/e-mails, and troubleshoots and problem-solves issues.
- Helps in the program integration and support required of special needs participants and one-on-one support structures (staff to participants).
- Supports data monitoring of programming numbers for registered and drop-in programs.
- Assists with registration inquiries, customer service, and waitlist management.
- Administers and monitors HIGH FIVE standards for all children's programs in consultation with Customer Service Coordinator and Director of Community Services.
- Provides program content and information to aid in the promotion of programs through marketing and website content.
- Assists with the recruitment, selection, interviewing and hiring of part-time staff and volunteers.
- Assists with part time staff evaluations.
- Ensures health and safety protocols are met for all participants, staff and volunteers.
- Assists with scheduling part-time staff and volunteers for approval.

- Participates in community events (school visits, community events) and acts as the municipal liaison to promote programs and services.
- Assists with planning outreach events for community centre participants (content, program and venues).

Other Duties (5% of Time)

- Carries out other related duties as assigned.
- As required, provides assistance to other employees.
- Provides back-up support to the Customer Service Coordinator as required.
- Complies with all health and safety practices and ensures compliance with AODA standards.

Note: Above duties and responsibilities are representative of a typical position and are not to be construed as all inclusive. All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its regulations, along with corporate safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Minimum Qualifications

Education (degree/diploma/certifications)

- Grade 12 education with completion of a post-secondary degree or diploma in Recreation & Leisure or equivalent preferred
- Completion of the HIGH FIVE certification: Principles of Healthy Child Development, Quest 2, Principles of Healthy Child Development Trainer or willing to obtain

Experience

- 2-3 years of progressive experience in an administrative, customer service and recreation environment
- Previous experience with delivering programs and services in a recreation setting
- 1 year of experience working with youth, teens and volunteers

Knowledge/Skill/Ability

- Excellent interpersonal and communication skills with the ability to interact effectively and courteously with all levels of staff and members of the public
- Demonstrated customer service skills
- Strong organizational skills, attention to detail and ability to multi-task
- Demonstrated conflict resolution skills
- Demonstrated knowledge of administrative processes and office equipment

- Knowledge of computer software programs including Microsoft Office Suite (Word, Excel, and Outlook) and experience using facility booking and registration software is an asset
- A vulnerable sector screening and criminal background check is required
- Valid driver's license – Class G is required

Note: As a condition of employment, the incumbent must provide a successful criminal background check and a clean driver's abstract.

In accordance with the Municipality of Middlesex Centre's COVID-19 Vaccination Administration Policy, all employees are required to provide proof of being fully vaccinated as a condition of hire, subject to accommodations required in accordance with the *Ontario Human Rights Code*.



Work Setting

Contacts

Contact	Frequency	Nature of Interaction
Public	Constant – every day for most of the day	Inquiries and booking requests, recreation program delivery
Department	Frequent – daily	Regular interactions with staff regarding bookings, events and services
Municipal Staff	Infrequent	Answer questions/concerns

Work Conditions

Hours of work are 37.5 hours per week, on a rotating schedule which could include daytime, evenings and weekend shifts.

Interactions are generally courteous and collaborative; required to ensure understanding of information or decisions being exchanged; required to diffuse conflict.



Corporate Values

- **Respect:** We are an open, courteous and inclusive workplace that values and celebrates the varied backgrounds and experiences of our community. We ensure every resident can participate in our community and engage with our municipal government.
- **Cooperation:** We work in a spirit of trust, collaboration and partnership across departments and with our community to achieve our shared goals.
- **Innovation:** We embrace innovation to improve our delivery of services. We take initiative, and are flexible and creative in anticipating and adapting to changing conditions.

- **Integrity:** We take accountability for our actions and deliver what we promise. We are truthful and honest in how we do our job. We inspire public confidence and trust in our municipal government.



Position Classification

Position Title	Customer Service/Recreation Program Assistant, Community Services
Division	Customer Service
Department	Community Services
Classification	Non-Union
Branch	Administration
Reports to (Direct)	Community Services Customer Service Coordinator
Equivalency Code	N/A
Hours per Week	37.5
Effective Date	February 10, 2022
Revision Date	New position