

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – DISTRICT RECREATION OPERATIONS - LOCATION – VARIOUS)

#### RECEPTIONIST-PT – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Aquatic or Recreation Supervisor, the Receptionist - PT is responsible for providing cashier services, sales support, program support and reception at recreation, senior's recreation facilities or service counters. Acts as a resource person for the public.

#### GENERAL DUTIES

Performs receptionist duties (e.g. provide directions and basic information).

Provides customer service to Recreation clients in person, electronically or by phone in a polite and courteous manner. Takes and relays messages to appropriate staff.

Responds to customer service complaints and concerns. Refers inquiries, complaints and problems to the Supervisor or designate, as required.

Assists patrons/clients with program registrations, rental requests and refunds. Reviews availability of room rentals at all locations and suggests options to assist the client.

Provides cashier services for recreation programs (i.e. swimming, gym and club programs, etc.). Enters payment information into point of sale software.

Receives and processes registration forms, rental applications and memberships into point of sale software. Creates and maintains Legend client accounts. Files client information and maintains confidentiality.

Provides public with program information (flyers, notice of cancellations, etc.). Maintains bulletin boards and Information Centres.

Balances daily revenue. Generates and completes Daily Cash Reports from point of sale software, prepares bank bags and deposits slips and files same following procedure. Responsible for any cash overages or shortages during shift. Reports any discrepancies to supervisor.

Maintains up to date knowledge of Recreation Division policies, practices, programs and services.

Operates office equipment including but not limited to point of sale, copier, fax machine, computer and printer, and phone.

Photocopies paperwork for clients, staff and other office personnel as requested.

Monitors the lobby area and secures work area when leaving the reception area.

Maintains the cleanliness and organization of reception.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

**QUALIFICATIONS**

1. Previous business office experience related to duties listed above normally acquired by a combination of education and relevant work experience.
2. Above average interpersonal, communication and customer service skills required.
3. Must possess ability to relate well to staff, the general public, including seniors and youth.
4. Must be able to maintain composure during high traffic times and during stressful situations.
5. Working knowledge of Microsoft Office Word and Excel software.
6. Must be able to read and write English and perform basic math.
7. Current and maintain Standard First Aid with CPR-C.
8. Working knowledge of database software systems (knowledge of Legend database would be an asset).
9. Previous cash handling and balancing experience.
10. Must be available to work rotating shifts including days, evenings, weekends and holidays.
11. Knowledge of City programs and services offered through the Recreation Centres is an asset and can be gained by visiting a Recreation Centre and/or by visiting us at [www.hamilton.ca](http://www.hamilton.ca).