

## CITY OF HAMILTON

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

#### SENIOR RECEPTIONIST – CUPE 5167

##### SUMMARY OF DUTIES

Reporting to the Aquatic or Recreation Supervisor, the Senior Receptionist provides cashier services, sales support for drop-in clients, program administrative support and customer service at recreation and senior's recreation facilities by phone and by email. Acts as a resource person for the public.

##### GENERAL DUTIES

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

Responsible for the daily operation of the reception desk by being familiar with operating procedures such as opening, closing, customer service and cash management.

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

Respond to customer service complaints and concerns; follow up with customers as required. Refers inquiries, complaints and problems to the Supervisor or designate, as required.

Works with drop-in clients to book programs, program registrations. Reviews availability of room rentals at all locations and suggests options to assist 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 and memberships by inputting client information into point of sale database. Creates and maintains Legend client accounts. Files client information and maintains confidentiality.

Distributes marketing and sales 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.

Processes waitlists for programs and may be responsible for following up on waitlists for programs.

Inputs rental bookings into point of sale software as approved by supervisor or designate.

Processes refunds for clients as approved by supervisor or manager following defined policy and procedures.

Setup and take down of equipment as required and requested by person in charge.

Prepare absence reports for part-time staff as requested by supervisor. Inputs hours worked onto timesheets for approval by supervisor.

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

Word processes correspondence, memos, forms and envelopes as requested.

Basic data entry into provided templates for attendance for supervisor or manager as requested.

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

Works 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 responsibilities of this position.

**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. Possesses excellent verbal and written communication skills with the ability to clarify City procedures and policies to the public.
4. Must possess ability to relate well to staff and the general public, including seniors and youth.
5. Demonstrated ability to work independently and as part of a team demonstrating strong organizational skills.
6. A level of proficiency in keyboarding skills to quickly create a document from written notes.
7. Working knowledge of Microsoft Office Word, Outlook and Excel software.
8. Must be able to read and write English and perform simple arithmetic and fill in simple reports/logs. Ability to use decimals and fractions.
9. Current and maintain Standard First Aid with CPR-C.
10. Working knowledge of database and point of sale software systems (knowledge of Legend database would be an asset).
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).
12. Previous cash handling and balancing experience.
13. Must be available to work rotating shifts including days, evenings, weekends and holidays.

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