



THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

JOB TITLE: Facility Customer Service	CLASSIFICATION: Part-time Contract
DEPARTMENT: Community Services	SALARY LEVEL: \$14.25 - \$16.00/hour
LOCATION: Various Community Centres throughout King Township	

JOB PROFILE:

Function:

Working within a multi-faceted team environment, the Facility Customer Service staff is responsible for providing quality customer service to all patrons, user groups, visitors and members of the public that enter Community Services facilities. The incumbent in this position will be responsible for screening anyone who enters the facility and responding to general inquiries from the public, facility users and program participants in a timely and efficient manner. It will include the processing of admissions, registrations, facility bookings and memberships. This position will work with other department staff to oversee facility cash handling duties, maintain stock of facility/program information and flyers and provide administrative support as required to all areas of the department.

Reports to:

- Supervisor of Community Engagement

Supervision Responsibilities:

- None.

Duties and Responsibilities:

- Provides front line customer service and screening of all facility patrons
- Address customer concerns with minimal assistance and escalate issues to Coordinators and Supervisors when appropriate
- Assist with program registration including transfers, processing fees, maintaining appropriate class lists, assisting registrants with alternate choices, preparing confirmation of enrolment notices and all associated reconciliation of funds
- Perform cashier duties for facility admissions and expenses, memberships, registrations, events and facility booking including recording money received, using a POS system, making change/processing credit/debit card payments and balancing cash

- Provides reception services and general information to the public regarding the Township of King, the Community Services department and all programs, registrations, facility bookings, swim and skate times, memberships, community group contacts and refer detailed inquiries to the appropriate staff.
- Compile user statistics and maintain files and records as assigned.
- Performs other duties as assigned.

Education/Experience:

- Ontario Secondary School Diploma (Grade 12).
- Minimum of one (1) year of previous related experience in an office or recreation setting.
- Strong knowledge of Microsoft Office Software.
- Working knowledge of registration software considered an asset.
- Strong organization and communication skills.
- Cash handling experience.
- Ability to multi-task and adapt to changing priorities.
- Ability to problem solve and work both independently and as part of a team.

Conditions of Employment:

- Work involves mental and visual concentration with frequent interruptions.
- Available to work flexible hours and shifts including early morning, evening, and weekend shifts
- Ability to provide quality customer service to all patrons, user groups, visitors, and members of the public that enter Township of King facilities.

Interested and qualified applicants are asked to submit a resume to the Township of King's Human Resources Department via email at hr@king.ca by **August 11th, 2021**.

Department Head: _____ Date Approved: _____

Supervisor (if applicable): _____ Date Approved: _____

Incumbent: _____ Date Signed: _____