

Job Information

Job title	Customer Service- Recreation	Job Code: RCSR	Pay Grade: A
Title of immediate supervisor	Administrative Supervisor		
Department/Division	Parks, Recreation & Community Services		
Prepared by	N. Pallan		
Date Created	Aug 5, 2015	Revised date	Feb 24, 2020

Job Purpose

Involves extensive contact with the public. Takes payment for all recreation programs and services as well as operating a multiple line switchboard.

Duties and Responsibilities

- Receives payment for all programmes and services.
- Receives, records and balances daily shift deposits and prepares floats.
- Answers the telephone and provides information on programs, services and other general enquiries for the department.
- Receives specific oral and written instructions from the supervisor.
- Operates various office equipment such as an electronic point of sale (POS) terminal, calculator and computer.
- Processes client and retail sales information through the computer and POS.
- Establishes and maintains working relationships with the public and staff.
- Performs other related duties as required.

Qualifications

- Grade 10 or equivalent.
- Three months experience on office machines such as POS terminal, calculator, computer and including working in a customer service capacity.
- An equivalent combination of education and experience may be considered.
- Basic keyboarding skills.

Physical Requirements

No physical activity required.

Working Conditions

Works in a recreation centre.