

Registration Clerk/Receptionist

(working non standard shifts/hours/7days per week)

1. Nature and Scope of Work

This is clerical, receptionist and cashiering work of some complexity performed in the Recreation and Culture Division. The work involves the provision of information and assistance to the public regarding recreation programs registration procedures, events and schedules; arranging and conducting registration for all applicable recreation programs and memberships; receiving and processing cash, credit card and cheque remittances; preparing, maintaining and distributing a variety of materials and performing general filing and typing duties. In addition, the work involves providing assistance to a superior with facility and park bookings. An employee of this class exercises some independence of judgement and action within established guidelines and refers unusual or complex problems to a superior who reviews work performance in terms of accuracy and efficiency of services rendered and effectiveness in dealing with the public.

2. Illustrative Examples of Work

Arranges and conducts registration for all applicable recreation programs by accepting and processing registrations and preparing registration forms, class lists, waiting lists and related materials; makes program cancellations, postponements, withdrawals, refund requests, account adjustments and changes as directed.

Provides information and assistance to the public concerning recreation programs, registration procedures, memberships, park shelters, events and schedules by telephone and over the counter; directs calls and visitors and takes messages as required.

Receives cash, credit card and cheque remittances for program fees, admissions, membership sales and facility rentals, makes change, receipts and reimbursements; balances cash receipts and prepares cash reports.

Prepares and maintains a variety of materials such as schedules, reports, logs, statements, records and files, as directed; proofing and distribution of program publicity flyers and schedules; compiles non-complex statistical data and performs non-complex arithmetical calculations.

Performs filing and incidental typing duties; receives, opens, distributes the mail, deals with routine matters such as payments and requests for information, and operates a radio to contact employees in field, as required.

Provides assistance to a superior with facility and park bookings
Performs related work as required.

3. Required Knowledge, Abilities, and Skills

Sound knowledge of department policies, memberships, facilities, programs, booking and registration procedures as applicable to the work.

Sound knowledge of modern office practices and procedures, clerical and record keeping procedures, business English, spelling, arithmetic and punctuation.

Sound knowledge of cash register and computer cash system.

Ability to deal effectively and courteously with the public in providing information and assistance on program registrations and facility activities as related to the work performed.

Ability to arrange and conduct registrations for applicable recreation programs, accept and process registrations, prepare related materials and reports and make program changes as directed.

Ability to receive remittances, make change, receipts, balance cash and prepare cash reports and floats.

Ability to prepare, maintain and distribute a variety of materials, compile non-complex statistical data and perform non-complex arithmetical calculations.

Ability to operate common office equipment including radio, recreation booking and registration software.

Ability to keyboard with speed and accuracy.

4. Desirable Training and Experience

Completion of the grade 12 including or supplemented by word processing and computer courses or other relevant courses, plus sound related experience preferably in a recreation department and including cashiering; or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

None