

**ESQUIMALT
POSITION DESCRIPTION**

Position No.: 3058A
Effective Date: 15 March 1995

Position Title:	Cashier Receptionist
Department/Division/Section:	Parks and Recreation/Recreation

POSITION FUNCTION

Perform cashier and receptionist functions at the Recreation Centre and Sports Centre.

KEY DUTIES

Answer telephone/switchboard; respond to enquiries from the public by providing directions, general information and description of pool, curling, ice rink and recreation programs; take messages or direct calls; sell admissions and register patrons for aquatic and recreation programs; inform registrants of course schedule changes as directed by Coordinators; update log books and stock sheets.

Operate a cash register and credit card machine; maintain various cash floats; take payments for building and ice rentals, swim shop and curling shop items; balance daily cash and credit card receipts; prepare daily cash summary as required; complete bank deposit.

Type a variety of letters, memos, invoices, schedules or class sheets; pick up and deliver internal municipal mail.

Advise maintenance staff of any problems or unruly patrons in the building; inform other auxiliary staff of their working hours and schedules as requested.

The Senior Cashier Receptionist will provide instruction and training to part-time receptionists.

Perform related duties where qualified.

INDEPENDENCE

Work is generated by public requests and assigned by supervisor or performed according to established procedures.

Work is reviewed upon completion by supervisor.

Problems such as fee refunds or credits, confirmation of birthday party bookings and fee discounts are referred to supervisor.

WORKING CONDITIONS

Physical Effort:

Dexterity for operating cash register, counting cash, typing and filing; stand for prolonged periods. (continuous)

Mental Effort:

Deal with multiple requests for service; deal with complaints and negative comments. (frequent)

Visual/Auditory Effort:

Respond to calls in a noisy environment; short periods of listening with intense concentration to record registration information. (frequent)

Work Environment:

Reception area.

KEY SKILLS AND ABILITIES

Communicate effectively verbally.
Deal with the public in a courteous and tactful manner.
Maintain accurate records.
Basic keyboarding skills.

QUALIFICATIONS

Formal Education, Training and Occupational Certification:

High school graduation.

Experience:

Up to 1 year of related experience.

or an equivalent combination of education and experience.

OTHER

Length of time to become familiar with job duties and responsibilities: varied, depending on qualifications.

May be requested to substitute in a more senior position.