



## JOB DESCRIPTION

<b>Title</b>	Cashier - Aquatics	<b>Pay Grade</b>	A1 - Outside
<b>Department</b>	Recreation / Community Services	<b>Location</b>	Aquatic & Fitness Centre
<b>Supervisor</b>	Recreation Supervisor	<b>Reviewed</b>	June 2023

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### Nature and Scope of Work

Provides customer service and performs a variety of routine and non-routine tasks as the first point of contact with respect to recreation, program registration and community services.

### Duties

1. Acts as the front counter reception at the Summerland Aquatic & Fitness Centre providing customer service which may require answering telephones, redirecting inquiries as appropriate, creating client accounts, registering clients for memberships and recreation programs, withdrawals, and processing refunds.
2. Answers telephone and in person inquiries from the public regarding all Community Service business including the Arena and other District facilities.
3. Collects payment by accepting cash, cheque or credit card payment from customers and makes change for cash customers. Perform daily cash-outs & balances the till.
4. Assists the public with Community Services programs and facility bookings including issuing facility keys, contract payments and general information regarding facility booking requests.
5. Processes admissions to the Aquatic & Fitness Centre, including trouble shooting scanning systems as required.
6. Communicating customer service concerns, facility booking inquiries, cash balance errors and any other concerns to the appropriate administrative staff.
7. Administrative support to the Community Services department.
8. Scans and sells merchandise and ensures pricing is accurate.
9. Assists in maintaining merchandise inventory, including ordering, receiving, pricing & displaying.
10. Maintains community notice board.
11. Prints upcoming swim lesson rosters, calls waitlist customers, and updates lesson completion records for swim programs.
12. Performs light custodial duties in lobby, meeting room, and cashier office including completion of the daily task list.
13. Reviews weekly newspapers, scans and files related community articles as required.
14. Assists the lifeguards in emergency situations as needed.
15. Assists in recreation events such as Giant's Head Run, Aquatic Events, etc.

16. Fully conversant in the Pool Safety Plan and attends staff in-services as required.
17. Performs other related work as required.

**Required Skills and Knowledge:**

1. The candidate will be able to multi-task, have excellent verbal and written communication skills and the ability to work under pressure.
2. The candidate must be computer literate and have a working knowledge of Microsoft Office. Experience with Perfect Mind (xplore recreation) an asset.
3. Cashier and point of sale experience.
4. Basic mathematical skills.
5. Ability to work independently in a fast-paced environment.
6. Previous administrative training and/or experience working in a recreation centre would be an asset.

**Required Qualifications:**

1. Graduation Senior Secondary Grade 12
2. Valid Class 5 BC Driver's License.
3. A valid Standard First Aid with CPR 'C'/AED or willing to obtain.
4. Ability to pass and maintain a Police Information Check including vulnerable sector.

**Hours of Work:**

1. Non-Normal shifts.
2. The minimum number of hours include a commitment of 10 hours per season (January – June, April – June, July – August, September – December) to stay current in procedures.
3. Remuneration in accordance with Schedule 'A' of the CUPE, Local 1136, Collective Agreement.
4. Hours of work in accordance with the CUPE Collective Agreement.