



JOB DESCRIPTION

Title	Secretary I	Pay Grade	05 Inside
Department	Recreation / Community Services	Location	Aquatic Centre
Supervisor	Director of Community Services	Reviewed	February 2021

Nature and Scope of Work

Delivers a high level of customer service with respect to recreation, program registration and community services. This position is a focal point of interaction for general inquiries from the public, by email, telephone and/or in person. Performs a variety of routine and non-routine tasks including word processing, data entry, records management, booking appointments and providing departmental administrative support.

Duties

1. Performs a variety of clerical functions, including data entry, compiles and tabulates statistics and reports, coordinates mailings and provides general clerical support to the Department.
2. 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 in recreation programs, withdrawals and processing refunds.
3. Organizes, orders and monitors office and copier supplies. Organizes and maintains the copier room, ie. fills copier paper nightly. Liaise with IT and the Copier repair company for maintenance and operation.
4. Reconcile daily cash batch in Perfect Mind, reconcile weekly cash batch in Vadim. Including printing reports, depositing cash & submitting daily reports to the Accounting Assistant for review.
5. Collect and review timecards submissions. Audit schedules and timecards for inconsistencies or omissions. Input timecards into VCH Timecard system.
6. Assists in facility bookings for meetings and seasonal user groups. Including creating booking agreements, collecting insurance documents, signatures and payments.
7. Assist in facility bookings of community rentals of SD67 Summerland gyms. Coordinate school gym rentals with SD67 and facility administration.
8. Tracks, maintains, and reviews department records pertaining to facility key inventory and facility use.

9. Administrate the Park Bench Dedication Program & coordinate location and installation with Public Works & Infrastructure.
10. Assists in Department marketing and promotions including creating posters other marketing materials and designing and maintain general public notice boards at the Aquatic Centre and Arena.
11. Assist in recreation events such as Giant's Head Run, Santa Skate, Aquatic events, etc.
12. Coordinate and create the monthly District of Summerland Newsletter.
13. Provide back up First Aid and facility incident support to Lifeguards when required.
14. Ensure the Code of Conduct and facility rules/expectations by the public are upheld in the building and provide appropriate follow up documentation (IE Incident Report Forms).
15. Maintains up-to-date knowledge of standard office equipment and computer software such as Microsoft Word, Excel, PowerPoint, Publisher, Perfect Mind and the municipal accounting system.
16. Attend training and staff in-services as required.
17. Performs other related work as required.

Required Skills and Knowledge

1. A thorough knowledge and skill in modern office practice, procedures, methods and techniques including necessary knowledge of records management and office equipment including a computer and related software applications.
2. Very skilled in producing neat and accurate letters, forms, reports, etc. at a typing speed of 55 words per minute.
3. Excellent oral and written communication skills, the ability to execute verbal and written instructions and demonstrate exceptional customer service skills.
4. The ability to multi-task in a variety of situations and to effectively problem solve in a dynamic work environment.
5. The ability to exercise courtesy, tact and diplomacy in the exchange of information with staff and the general public.
6. Team player, motivated and positive attitude.
7. Experience with desk-top publishing and creating marketing materials.
8. Ability to pass and maintain a Police Information Check including the vulnerable section.
9. Fully conversant with Microsoft Office software package.
10. Cashier and POS systems experience.

Required Qualifications

1. Graduation Senior Secondary Grade 12 supplemented by completion of a recognized office training program or an equivalent combination of education and municipal experience;
2. Valid Class 5 BC Driver's License.
3. Standard First Aid.

Remuneration and Hours of Work

1. Remuneration in accordance with Schedule 'A' of the CUPE, Local 1136, Collective Agreement.
2. Hours of work in accordance with the CUPE Collective Agreement.