

NATURE AND SCOPE OF WORK

Under the direction of the Recreation Department Head, the Recreation Programs & Facilities Administrator contributes to the efficient operation of the REC Centre through the delivery of information to the public and staff through the handling of office and clerical duties; and aligning staff with building schedules. The Recreation Programs & Facilities Coordinator is responsible for supervising and training other office and programming staff; developing and implementing facilities and office procedures; and aiding all REC Centre operations. This position requires the incumbent to adhere to the District of Lillooet's policies and procedures.

DUTIES AND RESPONSIBILITIES

- Deals with the public in a friendly, professional, and effective manner including contacting program registrants regarding class cancellations and amendments.
- Takes initiative in planning the operational, programming and community event staff scheduling, the sequence of duties, and the work methods to be used to improve efficiency.
- Performs a variety of office administration functions including facility rentals and invoicing, program registrations, event inventory control, cash control, reception, and clerical duties.
- Oversees office, program, and event staff. Arranges for their onboarding, on-going training, and performance monitoring.
- Organizes the office, files correspondence, memos, and other documents, takes inventory, order supplies and completes work and purchase orders.
- Performs all tasks related to registration of participants for recreation programs and is expected to take initiative with program planning, including advertising and aligning facility and staff scheduling to meet customers' needs.
- Prepares and maintains accurate bookings, schedules and equipment loan information for the REC Centre and other District of Lillooet recreation, parks, and heritage facilities.
- Increases interest and participation in REC Centre activities through the preparation of a variety of promotional materials and social media.
- Processes and controls bank deposits, petty cash, and floats. In addition, the Recreation Programs & Facilities Administrator assists in the development, control and expenditure of programming budgets.
- Prepares agendas and minutes and attends a variety of community user group meetings (i.e., annual ice user meeting)
- Responds to public inquiries and liaisons with and provides support to user groups and renters.
- Works with department head to develop and implement administrative, programming and event policies and procedures.
- Provides support and advice to the department head and the District of Lillooet on a variety of recreational issues.
- Supervises other office programs and event staff, including assisting in the hiring process, assignment of responsibilities, training, evaluation, preparation of work schedules and maintaining staff morale.
- Arranges staff coverage for all REC Centre staff that cannot cover their shift due to time off requests and illness.
- May on occasion be required to perform other related duties.
- Performs duties of the department head in their absence, with a wage lift in accordance with the "No Manager Premium" clause of the Collective Agreement.

REQUIRED KNOWLEDGE AND SKILLS

- Strong leadership skills in the areas of supervision, planning and organizing.
- Ability to provide direction to other employees.
- Ability to understand and effectively carry out oral and written instructions.
- Tact and discretion is required to deal with or settle requests, complaints or for clarification of information.
- Proven ability to plan, maintain budgets, schedule events and activities, and the staffing needs they require.
- Keyboarding, word processing, bookkeeping and a proven knowledge of computer applications including Microsoft Word, Excel, and Publisher.
- POS systems and recreational program registration/facility booking software experience is an asset.
- Experience with basic office equipment including phone, fax machine, photocopier, cash register, Interac machine.
- Excellent cash handling skills and reconciling of cash outs.
- Proven knowledge of business English, spelling, punctuation, and arithmetic.
- Ability to work independently, under pressure and to meet deadlines.
- Working knowledge of WHMIS and WorkSafe BC regulations and safe work procedures
- Proven ability to communicate and work effectively with co-workers and the public including children and youth.
- Ability to assess urgency and importance of multiple requests from other staff and public to determine request priority and communicate the decision and rationale sensibly to all stakeholders.

MINIMUM EDUCATION AND EXPERIENCE

Diploma in Recreation Management or a related field, plus minimum two (2) years' experience working in an office with supervisory experience, or an equivalent combination of training and experience. Must have some form of post-secondary education in office procedures including clerical, bookkeeping and computer training. Preferred employment and educational background in recreation.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

- Must pass a criminal record check in accordance with the District of Lillooet policy.
- A valid Class 5 BC Driver's License.
- Maintains current standard first aid certificate or equivalent.
- NL Award, Pool Operator Level 1, Refrigeration Safety Awareness courses are assets.

This description contains the elements necessary for the identification and evaluation of the job. It is not an exhaustive list of the duties to be performed.
