



**Town of Rocky Mountain House**  
**POSITION DESCRIPTION FOR:**  
**Guest Services Clerk**

<b>Department:</b>	Recreation & Community Services	<b>Effective Date:</b>	April 4, 2022
<b>Reports To:</b>	Guest Services Coordinator		

**General Accountability:**

The Guest Services Clerk provides friendly, courteous and professional service by assisting customers with a variety of functions including, membership registration, program registration and most general phone, e-mail, internet inquiries. The individual actively promotes the Rocky Regional Recreation Centre's services by identifying customer needs, recognizing moments of opportunity, providing value-added advice, and providing the appropriate solution to meet the customer requests.

**Core Duties:**

- Provide administrative support functions to the Guest Services Coordinator in a variety of areas.
- Develops and fosters customer relationships through professional, courteous, and efficient service for all basic customer service requests by means such as phone, e-mail or in person.
- Ensures the efficient and accurate completion of all basic customer transaction requests such as membership sales, program registration and facility rental contracts.
- Monitors membership card check in procedures.
- Process cash sales according to current policies, ensure accurate and efficient balancing of cash and terminal.
- Resolves customer inquiries, concerns, and complaints either directly or by referring to another staff member as required.
- Utilizes effective listening and communication skills to identify "Problems/Needs/Opportunities".
- Enters and retrieves information from various established databases.
- Dispatches centre employees and provides information to patrons during emergencies.
- Ensures appropriate use of facility including the fitness centre by patrons and guests and enforces facility guidelines and rules.
- Maintains high level of safe work practices by adhering to the Towns occupational health and safety regulations and provides feedback on safe work practices that pertain to the position.
- Performs other related duties and responsibilities as required.

**Support to others**

- Works closely with Recreation Services Manager, Guest Services Coordinator, Facility Attendant Coordinator and Arena Manager related to facility bookings.

**Health and Safety:**

- Required to review the Town of Rocky Mountain House Health & Safety manual on a regular basis and adhere to the manual.
- Participate in the Health & Safety training, meetings and reporting.

**Reports To:**

- Guest Services Coordinator.

**Minimal Qualifications:**

- Exceptional customer service focus.
- Teamwork and cooperation.
- Strong communication skills (oral), listening skills, ability to ask questions.
- Ability to set priorities and balance a number of projects at the same time.
- Independent decision-making, problem solving and analytical skills.
- Accurate and efficient in completion of duties.
- High School, post-secondary preferred.
- Previous customer service experience.
- Accounting experience an asset.
- Highly developed interpersonal skills to interact with others in an effective manner.
- Proficiency in the use of MS Word, Excel, email and experience with the internet.
- First Aid/CPR is required.

**Guidance Received:**

Directives, manuals, regulations, ordinances or other written guidelines used regularly by this position are;

- Town of Rocky Mountain House Bylaws;
- Occupational Health and Safety Act, Code and other related documentation
- Written and/or oral directives received from the C.A.O
- Town of Rocky Mountain House Policies and Procedures.

**Contacts:**

Guest Services Clerk will frequently have contact with the following;

- General Public;
- Town of Rocky Mountain House staff;
- Town of Rocky Mountain House organizations.

**Environment:**

Features of work which create unusual demands or, which create physical and/or mental stress are;

- Guest Services Clerk works closely with the Recreation Department staff as well as other Town departments.
- Work is to be completed in an efficient and accurate manner with emphasis on independent work habits and self-motivated initiative to learn and excel in all aspects.
- Requires discretion and confidentiality in all matters.

**Physical Demands:**

This position may include the following:

- Being seated for long periods of time
- Bending & twisting motions
- Lifting up to 50 lb

CAO Approval: \_\_\_\_\_



Date: \_\_\_\_\_

04/04/22

**SIGNATURES:**

**I have read and understand the contents contained within this job description. The supervisor of this position has informed me that this is a general description of the duties, responsibilities and qualifications for the position of Guest Services Clerk. This description will form the basis for my classification level and the basis for my performance evaluation.**

**Employees Signature:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_