



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

Department:	Recreation & Community Services	Effective Date:	March 15, 2021
Reports To:	Guest Services Supervisor		

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 Christenson Sports & Wellness 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 Supervisor 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 Clerk, Fitness Centre & Program Supervisor, Facility Attendant Lead Hand 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 Supervisor.

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

Redacted under section 17 of the
FOIP Act

CAO Approval

Date: 03/16/21