



Town of Wasaga Beach

JOB DESCRIPTION

Department: Recreation & Facilities	Division: Customer Services
Effective Date: May 9, 2023	Revision Date: January 2025
Approved By: Director, Recreation & Facilities	Wage Range: \$34.41 to \$40.26 /hr
Hours of Work: 35 hours per week (including evenings and weekends)	Value Group: 4

JOB TITLE:

Customer Service Programmer – Recreation & Facilities – Full Time

REPORTS TO:

Customer Service Coordinator (CSC) – Recreation & Facilities

SUBORDINATE POSITIONS:

4 Part Time Customer Service Associates

JOB PURPOSE:

To be the lead service member representing the Town's seven day a week, twelve hour a day customer service counter inside the Wasaga Stars Arena and Wasaga Beach Public Library. This position will require excellent collaboration with Facility and Library partners for daily operations and multiple departments during onsite special events, tournaments and community occasions. Provide administrative support to the Customer Service Coordinator, as well as the Director of Recreation and Facilities, Facilities Foreperson(s) and the Supervisor of Recreation Services. Manage and promote the recreational needs of participants including residents and visitors of all ages throughout the Town of Wasaga Beach. Represent the corporation of the Town of Wasaga Beach as a first point of contact connecting residents and visitors with information and services throughout the community. This position will become the face of the Town's full-service counter located at the Wasaga Stars Arena and Wasaga Beach Public Library (TPL).

TASKS:

% of Time

- 1. Facility Bookings and General Customer Inquiries** **35%**
 - Coordinate and schedule bookings of Recreation, Parks and Facilities ensuring timely provision of service in keeping with all internal policies and procedures as

well as external regulations for current and future years;

- Responsibilities include contract completion to include payment, security deposit, set-up diagrams, and general point of contact for all facility booking logistics;
- ensure all policies have been adhered to such as liquor license, accessibility compliance form sign-off, special occasion permit submitted to the health unit, and all requirements in the M.A.P have been met including the collection of smart serve numbers and insurance certification;
- Provide accurate information to the general public regarding hall availability, rental rates, capacities, terms and conditions, etc.;
- Ensure Facilities employees are made aware of all upcoming requirements related to bookings, customer service requests and facility deficiencies.
- Supply up-to-date data for the roadside signs as requested by the facility users and general public as well as maintain the interior monitors with current information and advertisements
- Responsible to lock and unlock administrative offices and filing area and all cash handling keys, fob systems, codes and software;
- Strong knowledge of all booking procedures and treasury filing templates, including RFID interfacing with POS software and bringing innovative solutions to customer service provision
- Assists with the computerized facility booking “BOOK KING” software system related to transactions with upwards of 100 products such as: indoor/outdoor ice rentals, halls & meeting spaces, kitchens, storage units, baseball fields, soccer pitches, gazebos, bandshell, tennis courts, Youth Centre and advertising;
- Coordinate and process all documents relating to facility booking provision of service include invoicing, client contacts, weekly/monthly calendars, receivables and a variety of facility, program and financial reporting.

2. Office Administration / Customer Service 35%

- Front line Customer Service Programmer for Recreation & Facilities Department;
 - Day to day operations of the office including answering and directing phone calls, walk-in and email inquiries as well as filing computer and hard-copy information related to all operations of Recreation & Facilities Department;
 - Overseeing the daily operations of the frontline service employees
 - Being able to not only work independently at times but also effectively as a full service team with many partners within one facility
 - Ensure Department records management filing system (TOMRMS) remains accurate along with day-to-day filing;
 - Ensures all office equipment is in working order and communicates any other deficiencies to the appropriate staff or department
 - Prepares photocopies for the minor sports groups as well as day to day correspondence;
 - Prepare agendas and minute taking for various meetings, as required
 - Assist with the bi-annual Rec Guide
 - Assist with special events (i.e. Collection and reconciliation of ticket sales as well as participation with frontline delivery of events from time to time (ie. youth dances, Recognition Day etc.)
 - Assist with the management of the door security access card system within the

TPL facility.

- Provide guidance, as required, to the part-time assistants
- The TPL service counter will be central for all things customer related and initiating Town provision of service by properly directing and coordinating internal department team members to best help all inquiries, participants and visitors to quickly resolve the day to day concerns will be the programmer's primary daily task.

3. Financial/Payroll Assistance

20%

- When required process accounts receivables related to ice rentals, hall rentals, pro-shop, canteen, program registration etc. for Town Hall bank deposits;
 - Balancing of cash and deposits to appropriate budget accounts and keeping accurate records of revenue for audit purposes;
 - Processing of accounts receivable and payables for signature approval.
 - Ongoing support to department staff when needed for updated contract administration, procurement & payments.
 - Assisting with the delivery of invoicing for regular facility users
 - Support the budgeting process as needed
 - Assist Customer Service Coordinator with the bi-annual Recreation Guide, including but not limited to compiling, producing and distribution. While supporting the task of establishing advertising revenues to offsetting said costs.

4. Outdoor Facilities Bookings

5%

- Assist with the bookings and records of all outdoor facilities including ball diamonds, soccer pitches, Sports Park Pavilion, Oakview Woods Gazebo, Outdoor Rink (private ice rentals and school electives), RecPlex Band shell.

5. Other Duties

5%

- Awareness of the requirements of the Occupational Health and Safety Act and report any potential hazards to supervisor;
- Ensure a harmonious relationship exists with co-workers, Council, Community Groups and the general public;
- Assist Customer Service Coordinator and Facility Foreperson(s) addressing questions and concerns from tenants at the TPL.
- Perform and assist with other duties as assigned.

QUALIFICATIONS / EDUCATION:

- Completion of some post-secondary education or significant experience in absence of education;
- Strong computer abilities in Microsoft Office (Excel and Word);
- Excellent written communication skills to prepare emails, correspondence and minutes;
- Strong organizational and mathematical skills;

- Excellent customer service skills;
- Good time management skills and the ability to multitask effectively;
- Ability to maintain confidentiality;
- Ability to work with and contribute positively to a service oriented team;
- Ability to work a variety of shifts, including days, evenings and weekends;
- Ability to provide an appropriate criminal record check upon hire.

PROFESSIONAL DESIGNATION:

N/A

EXPERIENCE:

Minimum six (6) months previous related job experience and six (6) months on the job experience, one (1) year total relevant experience.

ACKNOWLEDGEMENT OF RECEIPT:

Employee (please print name & sign)

Date

HR/Manager (please print name & sign)

Date

Department Head (please print name & sign)

Date