

EXTERNAL POSTING

ADMINISTRATION SUPPORT ASSISTANT, FULL-TIME

POSTING NO: 2022-20

POSTING DATE: May 20, 2022

POSTING EXPIRY DATE: June 20, 2022 at 4:00 pm

Strathcona Regional District has an opening for a full-time Administration Support Assistant. This position provides support to the facility booking processes and on an as required basis, in the absence of the Administration Coordinator, provides short-term backfilling requirements for the non-supervisory duties of that position. The Administration Support Assistant is primarily responsible for facility bookings, supports the development and implementation of standardized booking procedures, and assists with training Customer Service Representatives on booking procedures. This position requires the incumbent to maintain efficient and accurate handling of financial transactions/reporting and will provide administrative assistance to all Strathcona Gardens Recreation Complex departments.

Successful candidates will be required to complete a criminal record check and become a member of the United Steelworkers, Local 1-1937. The current rate of pay for this position is \$26.55 per hour (2020 rate) and includes a generous benefits package.

REQUIRED EDUCATION

- Two-year diploma in Recreation or Leisure Services or a related field

REQUIRED EXPERIENCE

- Two years of experience with cash handling, customer service, computerized POS system, keyboarding and switchboard operation
- Two years of experience working with registration software including POS, facility booking, program registration and membership modules

REQUIRED LICENCES/CERTIFICATES

- Standard First Aid (OFA Level 1 equivalent)
- CPR Level C with AED (current within the year)
- BC Driver's Licence Class 5

HOW TO APPLY

Please forward your cover letter, resume and copies of your certificates to hr@srd.ca quoting "Posting 2022-20 Administration Support Assistant, Full-Time" in the subject line of your application.



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ADMINISTRATION SUPPORT ASSISTANT

JOB SUMMARY

Under the direction of the Manager, Arenas and Administration, this position provides support to the facility booking processes and on an as required basis, in the absence of the Administration Coordinator, provides short-term backfilling requirements for the non-supervisory duties of that position. The Administration Support Assistant is primarily responsible for facility bookings, supports the development and implementation of standardized booking procedures, and assists with training Customer Service Representatives on booking procedures. This position requires the incumbent to maintain efficient and accurate handling of financial transactions/reporting and will provide administrative assistance to all Strathcona Gardens Recreation Complex departments.

JOB DUTIES

- Promotes a safe, friendly and enjoyable recreational atmosphere.
- Ensures a high level of customer service is provided
- Resolves problems with patrons or user groups and refers to management when appropriate
- Administers and facilitates facility bookings processes
- Responds to the needs of renters and user groups (i.e. facility set-up, special requirements, etc.)
- Works directly with user groups to ensure their needs are met
- Effectively communicates with staff and clients the requirements around bookings in terms of staffing, space and equipment needs, scheduling, set up and take down expectations, policies and any other required services
- Performs accounts payable invoice documentation matching, ensuring packing slip and purchase order documentation is attached to invoices
- Prepares daily revenue reports, including the review, calculation and processing of point of sale (POS) transactions, using the PerfectMind system
- Processes and controls bank deposits, petty cash and floats
- Assists the Administration Coordinator with staff scheduling (i.e. substitutions or call-ins)
- Inputs program information into the registration software, as required
- Fulfills Customer Service Representative duties in a backfilling role, as required
- Administers first aid as required and ensures all incidents are documented
- Performs other related duties as assigned

REQUIRED EDUCATION

- Two-year diploma in Recreation or Leisure Services or a related field

PREFERRED EDUCATION

- Post-secondary courses in accounting

REQUIRED EXPERIENCE

- Two years of experience with cash handling, customer service, computerized POS system, keyboarding and switchboard operation
- Two years of experience working with registration software including POS, facility booking, program registration and membership modules

REQUIRED LICENCES/CERTIFICATES

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KNOWLEDGE, SKILLS AND ABILITIES

- Intermediate level of competency with MS Office, including Word, Excel and Outlook
- Keyboarding speed of 50 words per minute
- Excellent cash handling skills
- Ability to communicate information clearly, both verbally and in writing
- Knowledge of the Strathcona Gardens Recreation Complex activities, schedules, policies and procedures
- Experience with basic office equipment including phone, fax machine, photocopier, cash register, Interac machine and cash counter
- Ability to direct incoming phone calls in an efficient and effective manner
- Ability to work and communicate with the public and staff in an informed and friendly manner
- Ability to prepare a variety of correspondence and reports
- Ability to set up and type a professional looking letter
- Ability to work in a fast-paced environment with excellent multi-tasking abilities
- Ability to work without direct supervision
- Ability to effectively liaise with patrons and user groups to resolve concerns
- Knowledge of Strathcona Gardens Recreation Complex emergency procedures

OTHER

- Able to work a variety of hours and shifts, including but not limited to evenings, weekends, and holidays
- May be required to substitute in the short-term absence of a co-worker

Safety is Everyone's Responsibility - All facility staff, including the Administration Support Assistant are responsible for recognizing and immediately dealing with urgent safety and health issues when and where they arise. All facility staff are responsible for recognizing and reporting non-urgent safety issues to their division manager or another appropriate person in a timely manner.

I have read and understand this job description.

Employee Print Name

Date

Employee Signature