

**Township of Cavan Monaghan  
Job Description**

**Position: Part-Time Recreation Program Assistant**

**Reports to: Recreation Coordinator and Manager of Parks and Facilities**

**This Job Description is effective: September 2021**

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**Job Summary**

The Recreation Program Assistant will assist in the developing, scheduling, evaluating and promoting all sport, recreation, healthy active living, leisure programs and special events for all ages and abilities for the Municipality. Will act as a point of contact for the Parks and Facilities Department providing exceptional front-line customer service and administration for answering telephone calls, emails and in-person inquires in accordance with the Township polices, procedures, by-laws and municipal statutory requirements. The Program Assistant will assist the Recreation Coordinator with general administration duties in relation to Parks and Facilities Department.

This position will report to the Recreation Coordinator and indirectly through the Manager of Parks and Facilities.

**Duties and Responsibilities**

- Provide a high-level of front-line customer service including greeting, and engaging customers and providing program information and program availability with a strong focus on customers' needs and wants.
- Answer telephone calls and respond to customer concerns/ inquiries in a professional manner.
- Process and accept payments for program registrations, facility bookings, memberships and point of sale transactions.
- Balance and verify daily revenue and complete administrative paperwork.
- Assists with the implementation of programs and events for the Municipality.
- Assists with scheduling contract rentals, public access, and programs for all facilities and booking supplementary ice time.
- Provides administrative support to the Parks and Facilities Department.
- Report all concerns, accidents and incidents to immediate supervisor and take appropriate action.
- Ensure adherence to the Municipal By-laws pertaining to the department and all relevant Municipal/Provincial/Federal legislation and regulations.
- Ensure public safety at all times by following safety procedures and eliminating hazards on all Municipal properties.

- Availability to work flexible hours as required (days, evenings and weekends).
- Ensure the confidentiality of all departmental information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Assists with the maintenance of files in accordance with the Records Retention By-law.
- Perform additional duties on a daily basis as required.

### **Supervision**

This position provides no direct supervision to other Parks and Facilities staff.

### **Work Environment**

Exposure to normal business environment shifts will include, variation of days, evenings and weekend in a recreation setting. Visual acuity, mental concentration and adaptability to change of direction as required.

### **Job Knowledge/Education**


- Post-secondary diploma/degree in Recreation and Leisure Studies or related fields such as Recreation, Sports Management or Early Childhood Education would be an asset.
- Minimum one (1) year recent experience in a customer service setting, preferably in a municipal environment.
- Strong organizational, time management and strong customer service skills.
- Knowledge and experience using a wide range of software such as MS Office (Word, Outlook, Excel, Access, PowerPoint) is an asset.
- Knowledge and working experience relating to the Occupational Health and Safety Act.
- Valid Class "G" Ontario Driver's License.
- Police check including vulnerable sector required upon verbal offer of employment.
- Certification or willingness to obtain First Aid/CPR C with AED

**As of November 1, 2021 all employees must provide proof of being fully vaccinated by a Health Canada approved vaccine. As a condition of employment, applicants must be able to provide proof that they are fully vaccinated from COVID-19 prior to their first day of employment.**

Please note: The above statements reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational or operational requirements.

**Reviewed By:**

  
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**Chief Administrative Officer**

  
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**Date**