



## **Career Opportunity – Internal/External Posting**

### **Charge Staff and Front Desk Staff Community and Development Services**

#### **Position Summary:**

Reporting to the Supervisor of Membership Services and Marketing or designate, the Charge Staff and Front Desk Staff is responsible for:

- Monitoring facility and staff and providing guidance where needed.
- Greeting guests to the facility, addressing questions and concerns, and enforcing policies.
- Assisting guests regarding the facility's services and programs both in-person and by telephone.
- Facility rentals and set-up for events as required.
- Program registration for customers and point of sale transactions.
- Following emergency procedures and addressing situations as they arise.

#### **Key Responsibilities:**

- Greet all guests to the facility and ensure their recreational needs are met.
- Provide assistance to guests regarding recreation services through in-person or telephone inquiries.
- Register guests for instructional programs, memberships and single visits, point of sale items and facility scheduling.
- Monitor part time staff in the facility.
- Responsible for all guests in the facility, including addressing any complaints and enforcing policies as it relates to general facility use.
- Address any emergency situations in the facility, including notification of on-call staff, appropriate documentation and follow-up as required.
- Must be familiar with all facility programs and policies.
- Manage rental equipment such as racquets, balls, etc., as well as re-sale items.
- Responsible for ensuring that all facility rental set-ups are ready prior to the event occurring, addressing last minute needs of the various groups renting the facility to ensure needs are met.
- Ensure the facility and reception desk area are kept in a neat and tidy manner reflecting a positive first impression to guests entering the facility.
- Comply with the Occupational Health and Safety Act, applicable legislation as well as the Municipality's Health and Safety Program.
- Other duties as assigned.

**Qualifications, Knowledge and Skills:**

- Secondary school diploma or equivalent certificate (GED).
- Post-secondary diploma/degree in recreation, fitness and/or physiology and/or business administration would be an asset.
- Strong communication and customer service skills are required.
- Organizational and decision-making skills are required.
- Working knowledge of computers and software programs is required.
- First Aid and C.P.R. Level 'C', AED would be an asset.
- Experience working in a recreation or fitness facility would be an asset.

**Hours of Work and Working Conditions:**

Hours of work will vary each week to a maximum of 24 hours. Hours are subject to Evening, and weekend shifts are required.

**Employee Group:**

Part-Time, Non-Union

**Wage Rate:**

\$18.47 to \$20.79 (2024 Rates)

**Closing Date:**

The posting will remain open and the Municipality will hire as needed.

**How to Apply:**

Interested candidates must apply online through our website, [leamington.ca/careers](http://leamington.ca/careers).

We thank all applicants; however, only those selected for an interview will be contacted. Selected applicants will be subject to an interview process and skills testing to determine eligibility.

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We are pleased to accommodate any individual needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation throughout the hiring process, please contact Human Resources at 519-326-5761 ext. 1112 to make your needs known in advance.

Personal information on this form is collected under the authority of the Municipal Act, 2001, R.S.O. c45 and will be used to determine eligibility for employment. Questions about the collection of this information can be directed to the Manager of Legislative Services/Clerk, Municipality of Leamington, 111 Erie Street North, Leamington, Ontario, N8H 2Z9, Telephone: 519-326-5761