

# TOWN OF NIVERVILLE

<b>POSITION TITLE:</b>	<b>RECREATION DESK SUPERVISOR</b>
<b>REPORTS TO:</b>	<b>MANAGER OF RECREATION ADMINISTRATION</b>
<b>JOB TYPE:</b>	<b>PART-TIME (16-30 HOURS PER WEEK)</b>

## **POSITION SUMMARY**

The Recreation Desk Supervisor will be the first point of contact for staff in the Recreation Department during the scheduled working hours. The Recreation Desk Supervisor will attend to visitors, deal with inquiries on the phone, email, and face-to-face, supply information regarding the facility, and take payments for rentals, memberships, and programs. The Recreation Desk Supervisor will create Campus Staff schedules, orientate & train new staff, complete the daily deposits, provide guidance and feedback, resolve conflicts, and provide input on programs/develop programs. This position requires daytime, evening, and weekend hours.

## *GENERAL ACCOUNTABILITIES*

### **1. Supervision**

- Manage daily schedules, employee shifts, and time-off requests
- Assign duties to employees and oversee their progress
- Count cash at the end of shift, ensure deposit is correct, complete end-of-shift deposits
- Train and integrate new workers
- Provide guidance and feedback to employees, communicate with the manager
- Ensure facility rules and regulations are followed in a consistent manner
- Handle customer and employee complaints
- Resolve conflicts

### **2. Reception/Customer Service.**

- Answering phones in a professional manner, and routing calls, as necessary.
- Greet people and direct them to the appropriate area.

- Communicate important building events / information to the building as required.
- Taking payment for rentals and memberships.
- Assist in day-to-day scheduling as required.
- Administrative duties

### 3. **Facility.**

- Preparation of courts and flex space when required.
- Performing cleaning tasks throughout the facility.
- Monitors court attendant schedules and usage, reporting incidents when necessary.
- Maintain inventory of equipment rooms, storage areas and kitchen, make sure spaces are clean and easily accessible.

### 4. **Programming.**

- Implement programs, such as afterschool programs, preschool programs, and drop-in sports for youth.
- Opportunity to plan new programs & special events.

### 5. **Other Duties.**

- Perform other duties as assigned by the Manager of Recreation Administration (or their delegate) or the Director of Recreation and Wellness

## **TECHNICAL COMPETENCIES**

- Practical knowledge and experience in computer systems for business/recreation applications.
- Must have the ability to lift 25 pounds regularly and exert 50 pounds of force occasionally, ability to climb, kneel, crouch, reach, stand, pull, lift and grasp.
- Child Abuse Registry and Criminal Record Check must be completed prior to employment and maintained throughout employment.
- Abilities in public speaking & interpersonal communication.
- First Aid/ CPR is considered an asset.