

# RDCO Job Description



**Position Title:** EECO Administrative & Booking Clerk

**Division:** Parks Services

**Reports To:** Supervisor – Community Relations & Visitor Services

**Date:** January 18, 2019

## Job Purpose/Summary:

The EECO Administrative & Booking Clerk has regular contact with the public and community groups in the operation of a busy frontline customer service desk. Duties include answering enquiries, registering patrons, collecting fees for programs and services, processing payments, and scheduling program staff and facility calendars. Exceptional customer service skills are required to establish and maintain effective working relationships with supervisors, staff, program participants, public visitors, and rental customers. A flexible schedule including occasional evening and/or weekend work is required to meet program needs.

## Principal Accountabilities:

1. Provide exceptional Guest Services addressing client concerns in a professional, respectful manner.
2. Respond to public and agency inquiries by providing information regarding park regulations, bylaws, and seasonal and operational closures. Direct customer experience to embody the RDCO Parks Mission to inspire our residents and visitors to discover, enjoy, celebrate, and protect the places and experiences that help to define our special Suknaqinx or Okanagan sense of place.
3. Review, coordinate, and process park bookings: facilities, weddings, special events, interpretive programs, sports fields, public program registrations, and more.
4. Liaise with parks staff (operations, visitor services, and custodial) regarding facilities, programs, events, and other inquiries; record and maintain booking data and facility and staff calendars.
5. Assist with completion of incident reports, park & facility use statistics, operational planning, risk management, and staff communications.
6. Assist with administrative duties:
  - timesheets,
  - purchase card data entry,
  - corporate vehicle, equipment, and meeting room calendar updates,
  - mail distribution,
  - cashier duties (ensure accurate receipt and data entry of all payments for RDCO Parks bookings),
  - monthly collection and distribution of vehicle mileage sheets,
  - monthly and annual Finance report preparation (donations, online payments, paperwork, balance/credits),
  - order supplies for EECO (janitorial and office).
7. Provide support for financial and budget related duties such as expenditure monitoring and finance reporting, monthly petty cash reconciliation. Monitoring of various agreements and contracts as they pertain to Parks Visitor Services.
8. Other duties as assigned.

## Reporting Relationships:

None

## Dimensions: (Annual/approximate)

## Knowledge, Skills & Experience

### Educational Background Required:

- Grade 12 or equivalent
- Office Assistant Certificate, or equivalent combination of training and experience
- Basic accounting
- Computer skills in MS Office
- Police Information with Vulnerable Sector Check
- Valid BC Driver's License.

### Experience Required:

- 1 year office administration
- Excellent interpersonal skills with the ability to effectively resolve client concerns and issues in a positive, respectful manner
- Exceptional customer service skills with focus on courtesy and professionalism
- Work as a team and maintain composure under stressful situations
- Exercise initiative and make decisions in accordance with applicable guidelines and policies
- Program registration and booking experience, with knowledge of booking software (Class, Perfect Mind, or equivalent)
- Strong organization and time management skills
- Handling cash, debit and credit payments
- Graphic design
- Keyboarding 50 wpm

## Working Conditions:

**Physical Effort:** Occasional lifting and carrying of materials, computer work.

**Physical Environment:** Office environment 95%, outdoor park sites 5%

**Mental Stress:** Meeting routine deadlines with regular interruptions in workflow, dealing with the public, and occasional weekend work.

**Sensory Attention:** Public safety, surrounding awareness, and ability to multi-task.