Job Description

MSC Cashier/Front Desk Administrator

IDENTIFICATION

Job Title: MSC Cashier/Front Desk Administrator

Supervisor's Position: Director of Community Services

Job Status: Permanent Full Time RI – 40 hrs. Per week
There is no standard work week due to a highly variable need that is based upon events, rentals, administrative, and operational requirements.

Location: Midnight Sun Complex

PURPOSE OF THE POSITION
To manage the day to day general administrative activities of the Midnight Sun Complex.

SCOPE
Reporting to the Director of Community Services; the incumbent is responsible for the front desk administration of the Midnight Sun Complex.

The incumbent is expected to effectively manage the daily financial, administrative, reception, rental, and patron attendance transactions of the Midnight Sun Complex.

RESPONSIBILITIES

1.   Undertake the responsibilities of the Front Desk of the Midnight Sun Complex by:
   - responding to patron requests in person, by telephone, email and facsimile
   - administering reservations for squash, pool, play zone, function/meeting rooms, rink areas, and equipment
   - sorting, distributing and responding to correspondence
   - providing detailed information to patrons, such as access and membership information, schedules, and policies
   - monitoring access and activities of the Midnight Sun Complex to provide basic safety and security

2.   Administer and control the retail stock of the Midnight Sun Complex by:
   - ensuring that the display racks are always fully stocked
   - coordinating with the Recreation Coordinator and the Aquatic Supervisor in the undertaking of monthly inventory counts and reordering of required merchandise
   - collecting and depositing revenue from retail sales, and for the rental lockers

3. Administer the bookings, contracts, attendance, fees and registrations of the Midnight Sun by:
   - receiving payment for facility use and rentals, programs, memberships, merchandise, and services as required
   - recording facility use and attendance numbers
   - ensuring all program participants and facility users are registered and the appropriate fees are current
   - ensuring that rental contract agreements support all facility use and equipment rentals
   - assisting customers with registration, membership and rental forms and documentation
   - ensuring that Midnight Sun Complex schedules are available for public access
   - coordinating with the MSC Facilities Foreman for the timely cleaning of the Play Zone area
   - coordinating with the Recreation Programmer and Aquatics Supervisor by keeping complete records of:
     - squash, arena ice, and program attendance
     - swim lessons, leadership programs, memberships, and punch passes
   - providing for inspection of the Play Zone prior to and following every rental to ensure that the Play Zone is neat and tidy for the tenant and no damage has occurred
   - noting any damage incurred during Play Zone rentals and notifying the Director of Community Services
   - ensuring the communication of facility rules and policies, and that such rules and policies are followed by facility users

4. Undertake the receipting and balancing of all money transactions by:
   - ensuring daily transactions are reconciled for deposit and uploaded to MAIS
   - providing monthly details of insurance purchases for rentals
   - ensuring the daily close out of the Point of Sale machine at the end of each business day
   - ensuring the shift reconciliation form is balanced at the end of each shift
   - ensuring the security of all deposits and floats during all shifts and at the end of each business day

5. Act as primary contact for facility rentals by:
   - completing facility rental agreements in accordance with the requirements of rental customers
   - ensuring communication and coordination of facility rentals, set-up and equipment requirements with Facilities Foreman
   - performing pre and post inspection of rental facility and rented equipment
   - setting up, testing, and ensuring proper use and care of rental equipment
   - securing and returning or forfeiting facility deposits as required
   - providing rental invoice requisitions and support documentation to Director of Community Services for processing to the Finance Department
   - provide monthly details of rental deposits received and returned

6. Perform other duties as required that are related to the major responsibilities of the position.

KNOWLEDGE, SKILLS AND ABILITIES
The incumbent should have the following qualifications or equivalencies:
   - have completed grade 12 or equivalent accredited diploma
   - basic understanding of financial and bookkeeping concepts and procedures
   - significant experience with data entry and database management and reporting
   - advanced technology skills including MS Office applications and telecommunications
   - maintain a high degree of attention to detail
   - ability to multi-task, use initiative and be able to take action as needed
   - significant experience in a customer service role
   - ability to work collaboratively both internally (peers and managers) and externally (general public, facility patrons, rental clients and community organizations)
   - experience working in a municipal government setting
   - possess excellent communications skills; written, verbal, individual and group
   - have excellent time management skills
   - good judgement and decision-making skills
   - Valid Class 5 Driver's License
   - First aid/CPR/AED certification

The incumbent must also successfully complete:
   - a satisfactory vulnerable sector/criminal records check as a condition of their employment

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent at the front desk assisting patrons with their rental, program, and recreation needs. The incumbent will be performing general office duties or around the Midnight Sun Complex, assisting current and potential customers. There may be a requirement to lift heavy boxes from time to time, and/or, assist with the set-up of venue equipment. Frequent computer usage is required, and this may lead to eye strain and somescle fatigue.

Environmental Conditions

The position works in a controlled environment, however, the humidity of the swimming pool and the constant opening and closing of the front doors can create changing temperatures, causing some discomfort.

Sensory Demands

The incumbent is always required to stay alert, particularly respecting the comings and goings of patrons. This requires a level of concentration, which over the course of an entire shift, may cause fatigue

Mental Demands

There is potential for multiple activities to be ongoing all requiring attention and concentration. Multi-tasking may be required for long periods of time. Sudden demands may create stress and result in frustration due to being taken away from the task at hand. Disturbances are frequent, and patience and understanding will be required to deal with these issues. This position can typically receive direction from several different sources resulting in potentially stressful situations.

CERTIFICATION

_____

Employee Signature

_____

Printed Name

_____

Date

I certify that I have read and understand the responsibilities assigned to this position.

_____

Supervisor's Title

_____

Supervisor's Signature

_____

Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

I approve the delegation of responsibilities outlined herein.

_____   _____

Senior Administrative Officer's Signature   Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.