



TOWN OF INUVIK
Northwest Territories

Job Description

MSC Cashier
Front Desk Administrator

IDENTIFICATION

Job Title: MSC Cashier / Front Desk Administrator

Reports to: Recreation Coordinator

Job Status: Casual

OVERVIEW

The main responsibilities involve overseeing the day-to-day general administrative activities at the Midnight Sun Complex. Reporting to the Recreation Coordinator, the individual is responsible for front desk administration at the complex, including managing daily financial, administrative, reception, rental, and patron attendance transactions.

RESPONSIBILITIES

Manage the Front Desk of the Midnight Sun Complex by:

- Handling patron requests in person, via telephone, email, and fax
- Managing reservations for various areas and equipment
- Handling correspondence and providing detailed information to patrons
- Monitoring activities for basic safety and security
- Control the retail stock of the Midnight Sun Complex by:
 - Ensuring display racks are fully stocked
 - Coordinating monthly inventory counts and reordering merchandise
 - Collecting and depositing revenue from retail sales and locker rentals

Administer bookings, contracts, attendance, fees, and registrations by:

- Receiving payments for facility use programs, memberships, merchandise, and services
- Recording facility use and attendance numbers
- Ensuring participants and facility users are registered and fees are current
- Managing rental contract agreements and facility schedules
- Coordinating with various personnel to keep complete records
- Ensuring the Play Zone is inspected, clean, and damage-free
- Communicating and enforcing facility rules and policies

Manage money transactions by:

- Reconciling daily transactions for deposit and uploading them to MAIS
- Providing monthly insurance purchase details for rentals
- Balancing the Point-of-Sale machine and shift reconciliation form
- Ensuring security of deposits and floats

Act as primary contact for facility rentals by:

- Completing facility rental agreements as per customer requirements
- Coordinating facility rentals, set-up, and equipment requirements
- Conducting pre- and post-inspections of rented facilities and equipment
- Handling rental invoice requisitions and support documentation

KNOWLEDGE, SKILLS, AND ABILITIES

The ideal candidate should possess the following qualifications or equivalents:

- Completion of grade 12 or equivalent accredited diploma
- Understanding of financial and bookkeeping concepts and procedures
- Significant experience with data entry, database management, and reporting
- Proficiency in technology including MS Office applications and telecommunications
- High attention to detail
- Ability to multitask, use initiative, and take action as needed
- Significant experience in a customer service role
- Ability to work collaboratively both internally and externally
- Experience working in a municipal government setting
- Excellent communication skills (written, verbal, individual, and group)
- Strong time management skills
- Good judgment and decision-making skills

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is dedicated to helping patrons with their rental, program, and recreation needs at the front desk of the Midnight Sun Complex. They will also perform general office duties, assisting customers within and around the complex. Occasional heavy lifting and assisting with venue equipment setup may be necessary. Frequent computer usage is also required, which may lead to eye strain and muscle fatigue.

Environmental Conditions

The position typically operates in a controlled environment. However, due to the humidity of the swimming pool and the constant opening and closing of the front doors, temperatures may fluctuate, potentially causing some discomfort.

Sensory Demands

The incumbent is expected to remain alert, especially about patrons entering and leaving the facility. This level of concentration throughout an entire shift may lead to fatigue.

Mental Demands

The nature of the role involves potentially managing multiple ongoing activities simultaneously, requiring sustained attention and concentration. Multitasking may be necessary for extended periods. Unexpected demands could induce stress and frustration due to interruptions. Given the frequent disturbances, patience and understanding will be essential in addressing various issues. This position may involve receiving direction from multiple sources, potentially leading to stressful situations.

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

Employee's Printed Name

Employee's Signature

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 for the position.