

TOWN OF COMOX

CLASS SPECIFICATION

CLASS TITLE: CLERK I – TYPIST

NATURE AND SCOPE OF WORK:

The Clerk I - Recreation, reporting to the Recreation Supervisor and under the direction of the Clerk III Reception Supervisor, is responsible for serving customers in person, by email and telephone, and is accountable for answering customer inquiries regarding facilities, recreation programs, services, special events and deals with complaints. The Clerk Typist I - Recreation registers patrons, handles cash according to departmental policies and procedures and operates various office equipment.

TYPICAL DUTIES AND RESPONSIBILITIES:

- Performs reception duties including telephone, email and in person inquiries and complaints; makes referrals to appropriate parties; processes program registrations and fitness passes, drop-in user fees; and other clerical and recreation tasks as required in order to meet or exceed customer satisfaction.
- Presents a positive and professional image to all patrons, suppliers, inquiries and staff.
- Schedules squash and racquetball courts as required and oversees sign-in sheets for programs.
- Performs end-of-day closing procedures and follows all security practices.
- Provides clerical support to staff including faxing, photocopying, program reports, class lists, notifying participants and staff of program cancellations or changes, managing inbound/outbound mail and preparing refund requests.
- Produces general notices and signs for the programs and buildings as requested.
- Collects statistics and prepares reports as required.
- Responsible for keeping passes, waivers, forms and desk supplies stocked.
- Maintains office in a tidy and presentable manner.
- Provides clerical support to staff including faxing, photocopying, program reports, class lists, notifying participants and staff of program cancellations or changes, managing inbound/outbound mail and preparing refund requests.
- Produces general notices and signs for the programs and buildings as requested.
- Collects statistics and prepares reports as required.
- Carries out safe work practices and adheres to safety and other related regulations; ensures all facility rules, licensing, health, safety and fire regulations are adhered to; reports unsafe situations that may arise; and implements emergency procedures as directed.
- Performs backup functions and other related duties relating to their position, as directed from time to time.
- Performs first aid.

REQUIRED KNOWLEDGE AND SKILLS

- Completion of Grade 12, High School diploma.
- 35 words per minute typing speed.
- Minimum 2 years reception/office experience.
- Minimum 3 years customer service experience.
- Clean criminal record check.
- Emergency First Aid CPR-C & AED (Basic)
- Thorough knowledge of various office equipment.
- Knowledge of general office procedures.
- Strong computer skills including Excel and MS Office suite of programs.
- Working experience with recreation software an asset.
- Excellent customer service, interpersonal, communication, organizational, time management and problem solving skills.
- Ability to carry out instructions in written, verbal, or diagram form.
- Strong attention to detail.
- Adjusts and is flexible to meet changing work needs and demands.
- Ability to deal with people sensitively, tactfully, diplomatically and professionally at all times.
- Strong conflict resolution, negotiation and objection handling skills.
- Ability to work well under pressure, exercise considerable independent judgment and initiative, manage multiple competing demands at once, build and maintain strong working relationships and work collaboratively in a team setting.