

TOWN OF NIVERVILLE

POSITION TITLE:	RECREATION SHIFT SUPERVISOR
REPORTS TO:	RECREATION PROGRAMMING LEAD
JOB TYPE:	PART TIME (16-30 HOURS PER WEEK)

POSITION SUMMARY

The Recreation Shift Supervisor will be a first point of contact for Campus staff in the Recreation Department during the scheduled working hours, orientate & train new staff, complete the daily deposits, provide guidance and feedback, and provide input on programs/develop programs. Recreation Shift Supervisor will attend to visitors and deal with inquiries on the phone, email or in person, provide information regarding the facility, take payments for rentals, memberships, and programs.

GENERAL ACCOUNTABILITIES

1. Supervision

- Count cash at the end of shift, ensure deposit is correct, complete end-of-shift deposits, including the Canteen till.
- Train and integrate new workers.
- Provide guidance and feedback to employees, communicate with manager(s).
- Ensure facility rules and regulations are followed in a consistent manner.
- Handle employee complaints.

2. Reception/Customer Service.

- Answering phones in a professional manner, and routing calls, as necessary.
- Greet people and direct them to appropriate area.
- Communicate important building events / information to the building as required.
- Taking payment for rentals and memberships.
- Assist in day-to-day building scheduling as required.
- Administrative duties
- Handle customer complaints.

3. Membership Management

- Sell Memberships
- Maintaining and updating Membership records/accounts; removing duplicate accounts, family members are added, etc.
- Communicate with Clients, email expiry dates
- Print Membership Cards

4. 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.

5. Other Duties

- Manage daily schedules, employee shifts, and time-off requests
- Create work lists for employees and oversee progress.
- Manage website & social media content updates; ensure news & calendar events are current, website content
- Perform other duties as assigned by the Recreation Facility Manager or Recreation Programmer.

TECHNICAL COMPETENCIES

- ✓ Practical knowledge and experience in computer systems for business/recreation applications.
- ✓ Child Abuse Registry and Criminal Record Check must be completed prior to employment and maintained throughout employment.
- ✓ Abilities in public speaking & interpersonal communication.

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Demonstrates concern for meeting internal and external ratepayer needs in a manner that

provides satisfaction for the ratepayer within the resources that can be made available.

- ✓ Dependability Demonstrates being reliable, responsible, and dependable, fulfilling obligations.
- ✓ Attention to Detail Demonstrates being careful about details and thorough in completing work tasks.
- ✓ Mathematical Skills Demonstrates ability to calculate total payments received during a time period and reconcile with total sales daily.
- ✓ Leadership Demonstrates willingness to lead, take charge, offer opinions and direction.
- ✓ Stress Tolerance Demonstrates ability to accept criticism and deals calmly and effectively in high stress situations. (maintain composure, keeping emotions in check,

BEHAVIOURAL COMPETENCIES

- ✓ Communication Skills - Oral Demonstrates the ability to speak thoughts and express ideas effectively in individual or group situations.
- ✓ Communication Skills -- Written Demonstrates the ability to express ideas, thought and concepts clearly in writing, using correct and appropriate grammar, organization and structure.
- ✓ Problem Solving Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Action Oriented Can be counted on to get things done.
- ✓ Self-Confidence Belief in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition or conflicting ideas.

- ✓ Collaboration Works cooperatively with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results.
- ✓ Delegation Delegates responsibility and authority as appropriate.
- ✓ Innovation & Creativity Develops new insights into situations and applies different and novel solutions to make improvements with services, methods, systems or ideas.
- ✓ Planning & Organizing Is able to quickly identify what is important, establish priorities, creating work sequences in order to coordinate effort while maintaining workflow and meeting deadlines.