



HEART OF THE HAZELTONS

upper skeena recreation centre



**Canadian Recreation Excellence (District of New Hazelton)**  
**Upper Skeena Recreation Centre Job Description**  
**OFFICE/INTERNAL FACILITY PROGRAM COORDINATOR POSITION (Full-time)**  
**(September 2018)**

**Description:**

The employee reports to the Director of Recreation and Liaisons with the Office/Outreach Coordinator.

The employee is responsible for working with the Director of Recreation & Office/Outreach Coordinator in developing and working on a wide range of community focussed seasonal recreational programs and special events within the Recreation Department to improve the social interaction skills, academic abilities, and physical and psychological well being of citizens.

This employee is expected to work a minimum of 40 hours per week (flexible work week) and overtime as required.

The employee's work is discussed with, and reviewed by, the Director of Recreation on monthly bases for conformance to good practice, established policy, and attainment of objectives; (an agenda is to be prepared & minutes taken at each meeting and kept on file).

The Office/Internal Facility Program Coordinator may delegate portions of his/her authority and responsibility to members of the department but may not delegate or relinquish overall responsibility and accountability for the performance of his/her responsibilities.

Reports to the Director of Recreation or designate this employee may act as one of the main telephone receptionists at the start of their shift. In addition, this employee provides general administrative support through routine and non-routine clerical tasks including but not limited to: reception, word-processing, spread sheeting, research, record keeping, booking requests and generating rental contracts and reports.



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Major Duties and Responsibilities:

### **1. Specific Duties and Responsibilities (Office)**

- a. Is the main telephone receptionist for the Main Office; answer and forward all in-coming telephone calls, providing information, taking and relaying messages and scheduling of facilities and equipment, booking requests, inputting information into a booking program and generating contracts & reports.
- b. Greet persons arriving at the Main Office, determine nature and purpose of their visit, and direct or escort them to specific destinations
- c. Transmit information or documents to customers, using computer, mail or facsimile machine
- d. Provide information about the facilities, such as location of departments or offices, employees within the organization, or services provided
- e. Collect, sort, distribute and prepare mail, messages and courier deliveries for the department
- f. Operate office equipment including but not limited to: computers, binding machines, calculators, photocopiers, postage machines, laminators, FAX machines and scanners
- g. Maintain dress code & attire provided by Recreation Excellence at all times
- h. Maintain hygiene & professional look at all times
- i. Submit a timesheet to the Director of the Recreation and Payroll.

### **2. Specific Duties and Responsibilities (Program Department)**

- a. Provides leadership and direction to Recreation Centre staff and volunteers, in respect to day-to-day work, training, development & motivation, discipline and termination to ensure optimum utilization of resources;
- c. Assists on the preparation of brochures, bulletins, press releases, program schedules, inventories, requisitions and maintaining sufficient program equipment and supplies. Prepares quotations and tenders as required;
- d. Provides advice to the Director of Recreation by recommending courses of action, programs, policies, and services designed to meet the needs of the company, community and region;



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- e. Informs the Director of Recreation and Managers of incidents and developments of an operational or political nature that relate to the recreational interests of the company and provide advice for resolving issues and developing positive relationships with the community, partners and other levels of government;
- f. Assists in developing and recommending long term plans for community recreation programming needs and directs the development and implementation of those policies, programs and initiatives, working in conjunction with community groups, school district and Advisory Committees;
- g. In collaboration with the Director of Recreation and Managers assists in developing the operational, capital, and staff training & develop budgets for the Recreation Department including long range planning of capital and operational needs;
- h. Ensures that inquiries and complaints regarding department policies and activities are handled promptly, effectively, efficiently and with courtesy;
- i. Manages recreation programs in a manner, which balances the maximum benefit to the organization, community and its residents;
- j. Identifies the recreational programming needs of the community and ensures the optimum use of all recreational facilities; administers and supervises such programs and ensures that recreation programs and procedures are evaluated and that relevant records are maintained;
- k. Assists in planning, organizing and conducts, or assigns in-service training courses and clinics for general programs, and volunteers;
- l. Assists in implementing a Successful Volunteer Program;
- m. Assists that program information is provided to citizens;
- n. Assists with company special events and projects as required;
- o. Assists in Marketing; picture taking of staff, patrons, events, programs, special events; Marketing Recreation Excellence throughout the community;
- q. Attend all User Group meetings



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- r. Complete all Program Staff timesheets and submit on Mondays to Director of Recreation & Payroll
- s. Maintain dress code & attire provided by Recreation Excellence at all time

### **Note**

***The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.***

#### **2. Required Knowledge, Ability and Skills:**

- a. Works effectively and maintains harmonious relationships with government agencies, cities, personnel, staff and elected officials;
- b. Ability to serve the company and the client public with tact, impartiality, while preserving confidentiality and sensitivity on issues and material dealt with on a regular basis;
- c. A thorough knowledge of the principles, practices and processes involved in recreation programming & office procedures;
- d. The ability to plan, assign and direct work of personnel and volunteers engaged in a variety of diverse activities;
- e. Effective oral and written communications, presentation, negotiation, leadership, interpersonal and general management skills;
- f. Take on additional assignments & special projects as delegated by the Director of Recreation;
- g. Strives for excellence and has comprehensive knowledge of the dynamics required for a professional, political environment;
- f. Work often has urgency and formal deadlines, the employee must be able to be flexible and prioritize work to meet such deadlines;



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- g. Demonstrates empathy, self-direction, self-initiative, a positive attitude, enthusiasm and an aptitude to deal with people; daily contact may include interaction with clients, families, staff, and volunteers;
- h. Maintains harmony among workers;
- i. Ability to conduct research and compile comprehensive reports;
- j. Good knowledge of safety precautions necessary for the protection of the staff & public in the use of recreation facilities;
- k. Ability to complete the Program Forms and maintain hard copies & computer files that includes these forms and all documentations pertaining to that program and/or special event;
- l. Trained in CPR and Emergency Evacuation Procedures & WHMIS
- m. Customer Service Training
- n. Ability to handle Cash, Cheques & Credit Card Payments

### 3. **Physical Demands and Work Environment of Position:**

The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a. Work is performed mostly in office settings, although some programs will require some outdoor work in all weather conditions and may be occasionally exposed to wet, cold and/or humid conditions.
- b. A valid driver's license is preferred since the employee will be travelling between recreation facilities.
- c. While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell;
- d. The employee must occasionally lift and/or move up to 25 pounds;



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- e. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception, and the ability to adjust focus;
- f. The noise level in the environment is usually quiet to moderate; ear protection should be worn at all times in noisy areas;

#### **4. Education, Qualifications, Licenses, Certificates**

- a. Program/Office/Supervisory experience;
- b. Valid Class 5 BC Driver's License; Provide the Company with a copy of the appropriate business insurance certificate annually (company will pay for the additional fee)
- c. Computer skills sufficient to obtain information from the registration system and run stand alone word processing, database, spreadsheet, and communications applications;
- d. A recognized Post-secondary degree/diploma or Recreation Programming and/or equivalent related field and/or experience.
- e. Completion of Grade 12 education and Post-secondary education in Office Administration and Microsoft Office training, or an equivalent combination of education, experience and knowledge
- f. WHMIS
- g. Booking Program
- h. Criminal Record Check