

DISTRICT OF ELKFORD EMPLOYEE POSITION DESCRIPTION

Position Name: Leisure Services Clerk 2 **Date of Revision:** May 13, 2014

Classification: CUPE, Schedule C **Date of Last revision:** April 18, 2012

Approval:

Chief Administrative Officer

Supervisor

Nature of Work:

Under the general direction of the Director, Leisure Services the position performs the duties of a Visitor Information clerk, answering queries by phone, e-mail and in person, and directing the public. The position provides information to tourists and visitors on Elkford services and other tourism related information. The position also provides information to residents about programs, activities, events, schedules, fees, etc. The position processes program registrations and bookings and assists the program coordinator with various duties related to programs and events. Some initiative and judgment is required within the defined scope of duties, but any complex or policy matters are referred to a supervisor.

Duties and Responsibilities include:

- Customer service: provide information to tourists and visitors; provide information to residents on District services, programs, and community events; administer and coordinate the booking of facilities and process registrations;
- Reviewing, updating and completing statistic reports;
- Monitoring lobby/office areas and rental rooms while in use;
- General office duties – clerical support, word processing, office equipment, cash processing, mail processing, records management, maintaining office supplies;
- Maintain websites and social media as required;
- Create and publish newsletters, brochures, pamphlets and other advertising material;
- Provide assistance to Director Leisure Services;
- Provide assistance to Program Coordinator;
- Provide assistance and/or relief to Leisure Services Clerk 1;
- Other related duties may be assigned from time to time.

Qualifications and Experience:

- Tourism related Certificate or Diploma;
- Courses or experience in communication and/or marketing;
- Event coordination courses;
- Grade 12 Diploma or equivalent;
- 2 years experience in tourism environment preferred;
- Typing speed of 30 WPM (minimum);
- Microsoft Office experience preferred;
- Must possess general office skills and experience or equivalent training and experience;
- Ability to receive and handle cash accurately;
- Ability to exercise courtesy and tact when dealing with both the public and staff;
- Ability to work with minimum supervision;
- Ability to communicate effectively, both written and orally;
- Ability to generate and verify accurate data;
- Ability to maintain confidentiality;
- Ability to organize work to meet deadlines.