

**Township of Cavan Monaghan
Job Description**

Position: Recreation Program Assistant Summer Position

Reports to: Manager of Parks and Facilities

This Job Description is effective: January 2023

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Job Summary

The Recreation Program Assistant will assist in the developing, and promoting all sport, recreation, healthy active living, leisure programs and special events for all ages and abilities for the Municipality. Will act as a point of contact for the Parks and Facilities Department providing exceptional front-line customer service. The Program Assistant will assist with general administration duties in relation to Parks and Facilities Department. This position will report to the Manager of Parks and Facilities.

Duties and Responsibilities

- Provide front-line customer service including greeting, and engaging customers and providing program information.
- Answer telephone calls and respond to customer concerns/inquiries in a professional manner.
- Assists with the implementation of programs and events for the Municipality.
- Provides administrative support to the Parks and Facilities Department.
- Report all concerns, accidents and incidents to immediate supervisor and take appropriate action.
- Ensure adherence to the Municipal By-laws pertaining to the department and all relevant Municipal/Provincial/Federal legislation and regulations.
- Ensure public safety at all times by following safety procedures and eliminating hazards on all Municipal properties.
- Availability to work flexible hours as required (days, evenings and weekends).
- Ensure the confidentiality of all departmental information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Assists with the maintenance of files in accordance with the Records Retention By-law.
- Perform additional duties as assigned based on the needs of the Department and Organization.

Supervision

This position provides no direct supervision to other Parks and Facilities staff.

Work Environment

Exposure to normal business environment shifts will include, variation of days, evenings and weekends in a recreation setting. Visual acuity, mental concentration and adaptability to change of direction as required.

Job Knowledge/Education

- Enrolled in or completed post-secondary diploma/degree in Recreation and Leisure Studies or related fields such as Recreation, Sports Management or Early Childhood Education would be an asset.
- Minimum one (1) year recent experience in a customer service or recreation setting, preferably in a municipal environment.
- Strong organizational, time management and strong customer service skills.
- Knowledge and experience using a wide range of software such as MS Office (Word, Outlook, Excel, Access, PowerPoint) is an asset.
- Knowledge and working experience relating to the Occupational Health and Safety Act.
- Police check including vulnerable sector required upon verbal offer of employment.
- Certification or willingness to obtain First Aid/CPR C with AED

Please note: The above statements reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational or operational requirements.

Reviewed By:



Chief Administrative Officer

Feb 6, 2023

Date