



**Position Title:** Front Desk Attendant  
**Reports To:** Recreation Supervisor  
**Department:** Recreation  
**Status:** Casual  
**Revision Date:** October 21, 2024

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### **JOB PURPOSE**

This unionized position will serve as the point of contact for members, guests and the general public at the Red Lake Community Centre. The roles involves a combination of customer service, administrative support and recreational tasks that are aimed at providing a welcoming and efficient experience for all visitors.

### **SPECIFIC ACCOUNTABILITIES**

- Greeting and assisting members and visirs upon arrival.
- Handle inquiries related to facility activities, programs, schedules both in person and over the phone.
- Provide accurate information and resolve any concerns or complaints in a professional manner.
- Assist with membership sign-ups, renewals and cancellations.
- Track concession inventory, maintain supplies and ensure all requirements are completed for program registration and memberships.
- Handle cash, operate cash register and perform cash out duties.
- Ensure everyone use the facility are following the rules and policies of the Red Lake Community Centre.
- Cleaning the community centre, such as mopping, vacuuming and sanitizing equipment.
- Performing other related duties as assigned by the supervisor.

### **KNOWLEDGE, SKILLS & TECHNICAL ABILITIES**

- Previous experience in a customer service or an administrative role is preferred.
- Strong interpersonal and communication skills.
- Excellent organizational skills and attention to detail.
- Basic math skills for handling cash transactions.
- Friendly, outgoing and enthusiastic attitude when interacting with others.
- Willingness to work flexible hours, including evenings and weekends as required.

### **WORKPLACE REQUIREMENTS & CONDITIONS**

- High School Diploma
- Ability to stand or sit for significant periods of time.
- May involve occasional lifting of materials and equipment.
- Successful completion of a criminal background check will be required.

### **RELATIONSHIPS**

- **Internal:** Employees of the Recreation and Facilities departments.
- **External:** Daily contact with the public.

### **RATE OF PAY**

- \$21.57 Hourly – Job Classification 02



**UNION**

- United Steelworkers