



JOB DESCRIPTION

POSITION: Front Desk Agent

EFFECTIVE DATE: March 17, 2025

DEPARTMENT: Recreation

REPORTS TO: Assistant Manager, Customer Service and Facilities

DIRECT REPORTS: None

JOB SUMMARY

As the first point of contact for patrons of the UNA community centres, the Front Desk Agent is responsible for providing general customer service, UNA's administrative functions, recreation program support, and facility preparation duties, ensuring that patrons and visitors are treated in a courteous and friendly manner.

OVERALL GOALS FOR THE POSITION

1. Fulfill UNA's mandates and community service goals.
2. Maintain exceptional customer service standards.
3. Ensure smooth program and event operations.
4. Maintain an organized and safe environment for all.
5. Communicate and enforce UNA policies and procedures.
6. Report safety concerns or operational issues.

ROLES, RESPONSIBILITIES AND EXPECTATIONS

General Customer Service

1. Greet community centre patrons.
2. Continuously learn about UNA services to answer questions from patrons.
3. Answer public enquiries in person, by phone, - email, and Zoho.
4. Help patrons enrol in programs and purchase memberships, and issue UNA - cards.
5. Process payments and refunds for memberships and registrations, handle cash, according to policy.
6. Create and make changes to customers' accounts when necessary.
7. Solve a variety of issues for community centre patrons, including conflicts, program capacity limits and procedures, and conduct enforcement
8. Provide information on UNA services, parking, bookings, programming and community centre information to patrons.
9. Manage safety, emergencies, and provide first aid, file incident reports.

10. Complete special projects and other duties as assigned.

UNA Administrative Functions

- Set up profiles, approve and process UNA Card and Society Membership applications, both in person and online.
- Approve and issue parking permits, both in person and online.
- Assist with UNA elections, the AGM, and Board meetings.
- Provide other general support as required.

Programs, Events and Bookings

- Process registration, payments, and refunds for programs and bookings.
- Prepare class rosters and waivers, and assist with check-ins.
- Support instructors and volunteers with their programs and events.
- Assist with notifying registrants about program cancellations and changes.
- Assist with room set-up and clean up, as required, for programs, functions, and events.
- Provide room supplies, equipment for programs, manage sports equipment setup and takedown.
- Provide event support including crowd control, setup, takedown, vendor support, safety, and emergency response.
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Fitness Centre Supervision at OBCC

- Create profile, process payment for fitness membership and drop-ins.
- Check in patrons and monitor fitness space safety.
- Provide cleaning solutions and report damages and incidents.

Facility Management

- Open and close the community centres.
- Monitor the security of the community centre during hours of operation.
- Enforce the community centre Code of Conduct.
- Manage bulletin boards and display guides, posters and promotional materials.
- Set up seasonal decorations at the centres as assigned by supervisor.
- Maintain the cleanliness, general appearance, and good working condition of the front desk and common areas Manage lost and found items.
- Perform snow removal and salting at the centre entrance area when needed.
- Support operations for building services and contractors.

SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

Education requirements:

- Grade 12. Post secondary education considered an asset.

Experience requirements:

- Experience working within and/or coordinating cultural, recreation, sport or community leisure services is preferred.
- Customer service experience is an asset.
- ActiveNet, PerfectMind or other registration software experience is an asset.

Technical knowledge, skills & abilities requirements:

- Must be proficient with technology, in particular MS Word, Excel and databases.
- Able to communicate effectively with a diverse population, including English language learners, children, youth, adults, and seniors
- Able to work independently and as part of a team
- Willingness to work evenings and weekends.
- The ability to establish and maintain effective internal and external relationships that involve wide range of stakeholders
- A second language is an asset.
- Successful completion of a criminal record check

Soft skill requirements:

- Think Strategically – Assess options and actions based on trends and conditions in the environment, and the vision and values of the UNA.
- Build Relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/Innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on Community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Plan – Determine strategies related to the role's accountabilities to move UNA forward, sets goals, creates and implements action plans, and evaluates the process and results.
- Lead – Positively influence others to achieve results that are in the best interest of the UNA.
- Make Decisions – Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the UNA.
- Organize – Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Solve Problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate Effectively – Demonstrate excellent verbal and written communication skills.
- Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.
- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.
- Discretion – Understand and demonstrate ethical behaviour and business practices.