



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

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 role 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 visitors 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

- \$22.43 Hourly – Job Classification 02



UNION

- United Steelworkers