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|  | <i>Title:</i> <b>Clerk Typist 3</b>                           | <i>Date:</i> November, 1998 |
|   | <i>Department:</i> Recreation, Culture and Community Services |                             |
|   | <i>Classification:</i> Inside                                 | <i>Pay Grade:</i> 12        |
|   | <i>Date Signed Off by the Union:</i>                          |                             |
|   |   |                             |

### **Nature and Scope**

Reporting to the Program Supervisor (Recreation), the receptionist is responsible for the combined clerical and public relation roles. The work entails liaison with instructors, user groups, community organizations and the general public. The incumbent will be familiar with recreation type programs and computer registration.

### **Illustrative Examples of Work**

1. Courteous answering of phones and correctly routing inquiries and/or correctly recording information and complaints.
2. Courteous service to the public.
3. Performs word processing and sundry clerical duties for the recreation programs, recreation instructors and supervisor.
4. Processes registrations for recreation programs and collects the money for same.
5. Processes facility rentals and collects the money for same.
6. Performs related work as required.

### **Required Knowledge, Abilities and Skills**

1. Ability to deal tactfully and effectively with the general public and practice good public relations
2. Pleasant cheerful personality and disposition
3. Ability to maintain attendance, program and cash records
4. Good knowledge of modern office technology including use of word processing, computerized registration and graphic software

### **Desirable Training and Experience**

1. Grade 12;
2. Some previous experience in the recreation field;
3. Some training in CLASS systems of registration and facility booking; or
4. Equivalent combination of training and experience.

## **Required Licences, Certificates and Registrations**

1. Valid Standard First Aid Certificate