

EMPLOYMENT OPPORTUNITY

PROGRAM SUPPORT TECHNICIAN, FULL-TIME

POSTING No: 2019-17

POSTING DATE: August 19, 2019

POSTING EXPIRY DATE: September 9, 2019 at 4:00 p.m.

Strathcona Regional District has an opening for a full-time Program Support Technician. Under the direction of the Manager of Arenas and Facility Operations this position provides support to the facility booking processes, assists in the development and revision of procedures for arenas and other programs and performs a variety of administrative duties including preparing general correspondence, reports, publications and promotional materials. The incumbent will have a passion for providing excellent customer service while working in a dynamic environment, initiative, strong attention to detail, proficient working knowledge of recreation software, a strong knowledge of community recreation operations and programs, and a demonstrated ability to effectively communicate with the public.

The successful candidate will be required to complete a criminal record check and become a member of the United Steel Workers, Local 1-1937. The current rate of pay for this position is \$26.03 per hour.

REQUIRED QUALIFICATIONS & EXPERIENCE

- Two-year diploma in office administration, business administration, recreation or a related field
- Minimum two years of recreation software experience
- Minimum two years of recreation clerical experience
- Minimum two years of customer service experience
- Standard First Aid
- CPR Level C with AED (current within the year)
- A valid Class 5 Drivers Licence

HOW TO APPLY:

Please forward your cover letter, resume and copies of your certificates to hr@srd.ca quoting "Posting 2019-17 Program Support Technician, Full-Time" in the subject line of your application.

Strathcona
REGIONAL DISTRICT



301 - 990 Cedar Street,
Campbell River, BC V9W 7Z8
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Toll-free: 1-877-830-2990

www.srd.ca



Job description
November 2, 2018

Program Support Technician

JOB SUMMARY

Under the direction of the Manager of Arenas and Facility Operations this position provides support to the facility booking processes, assists in the development and revision of procedures for arenas and other programs and performs a variety of administrative duties including preparing general correspondence, reports, publications and promotional materials. The incumbent will have a passion for providing excellent customer service while working in a dynamic environment, initiative, strong attention to detail, proficient working knowledge of recreation software, a strong knowledge of community recreation operations and programs, and a demonstrated ability to effectively communicate with the public.

JOB DUTIES

- Promotes a safe, friendly and enjoyable recreational atmosphere
- Resolves problems with staff, patrons or user groups and refers to management when appropriate
- Administers and facilitates facility bookings processes
- Responds to the needs of renters and user groups (i.e. facility set-up, special requirements, etc.)
- Works directly with user groups to ensure their needs are met
- Builds and nurtures alliances and partnerships with internal and external user groups, donors and the online community network through social media
- Effectively communicates with staff and clients the requirements around bookings in terms of staffing, space and equipment needs, scheduling, set up and take down expectations, policies and any other required services
- Produces forms, minutes, letters, spreadsheets, brochures, reports, flyers, newsletters, presentations, and other required materials
- Maintains and updates web pages, social media sites and promotional signs
- Oversees a variety of marketing materials, signs and notices
- Liaises with other Strathcona Regional District staff, other local government staff, and businesses in relation to production of publications
- Maintains and updates tracking documents, files and reports
- Performs other related duties as assigned

REQUIRED EDUCATION

- Two-year diploma in office administration, business administration, recreation or a related field

REQUIRED EXPERIENCE

- Minimum two years of recreation software experience
- Minimum two years of recreation clerical experience
- Minimum two years of customer service experience

REQUIRED LICENCES AND CERTIFICATES

- Standard First Aid
- CPR Level C with AED (current within the year)

- A valid Class 5 Drivers Licence

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read and understand policies and procedures
- Ability to communicate information clearly, both verbally and in writing to staff and patrons
- Ability to work independently with minimum supervision
- Ability to multi-task and handle multiple projects with varying priorities
- An intermediate level of knowledge of Microsoft Word, Excel, Publisher and Outlook
- An basic level of knowledge of WordPress
- Familiarity with currently used social media channels
- A proven working knowledge of recreation software including the facility booking, program registration and point of sale applications
- Experience with basic office equipment including multi-line phones, printers, fax machines, scanners, cash registers and Interac machines
- A proven working knowledge of basic accounting, bookkeeping and clerical processes
- Ability to collect, compile, organize, analyze, and interpret data
- Ability to provide a high level of customer service including dealing with people in sensitive situations
- Ability to effectively handle and resolve patron complaints
- Ability to establish and maintain cooperative relationships both internally and externally
- Knowledge of Strathcona Gardens emergency procedures

OTHER

- Able to work a variety of hours and shifts, including but not limited to: evenings, weekends, and holidays
- May be required to substitute in the short-term absence of a co-worker

Safety is Everyone's Responsibility - All facility staff, including the Program Support Technician, are responsible for recognizing and immediately dealing with urgent safety and health issues when and where they arise. All facility staff are responsible for recognizing and reporting non-urgent safety issues to their manager or another appropriate supervisor or manager in a timely manner.

I have read and understand this job description.

Employee Print Name

Date

Employee Signature