



Town of Erin
Community Services

Customer Service Representative – Booking Attendant

Business Unit: Community Services

Position Title: Customer Service Representative – Booking Attendant

Reports To: Manager of Parks & Recreation

ABOUT US

Nestled on the edge of the Greater Toronto Area (GTA), Erin is more than just a town—it's a vibrant and progressive community that thrives amidst the beauty of rolling hills. As you step into Erin, you'll experience a place on the rise, experiencing explosive growth fueled by its strategic location and forward-thinking approach. The landscape is a testament to nature's artistry, with lush greenery and picturesque views that soothe the soul. But Erin is not just about scenery; it's about progress. With all the amenities of urban living at hand, residents enjoy a quality of life that balances convenience with tranquility. The heartbeat of Erin lies in its infrastructure, continuously evolving to meet the needs of its expanding population. From a state-of-the-art treatment facility ensuring clean water for all, to major water and sewer projects paving the way for future development, Erin is laying the groundwork for a sustainable tomorrow. At the helm of this transformation is a municipal team renowned for its progressive and innovative spirit, driving Erin to become one of Ontario's fastest-growing communities. In Erin, the journey toward progress is as scenic as it is promising, offering a glimpse into the future of modern living intertwined with the beauty of nature.

OVERVIEW OF POSITION

As one of our first points of contact, the Booking Attendant serves as the face and voice of Town for Parks and Recreation, providing essential assistance and information to customers. Reporting directly to the Manager of Parks & Recreation, this position performs a variety of skilled administrative functions as well. The incumbent provides exemplary customer service, while coordinating all administrative duties for the Parks and Recreation Unit.

MAJOR RESPONSIBILITIES

- Provide exceptional customer service to the public both over the phone and in person on all aspects of the parks and recreation business unit;
- Process all facility booking requests and follow up related to facility rentals, meeting rooms, and one-off rentals/occasional use of recreation facilities (arenas, sports fields etc.);
- Prepare and distribute rental contracts, insurance forms and required booking documentation;
- Invoice, monitor, and follow up on accounts receivables for facility rentals;
- Other duties as assigned.

POSITION REQUIREMENTS

- High school diploma;
- Courses from a community college relating to computer skills, book keeping, related office management and administrative knowledge or equivalent are desired;
- Must have experience with Microsoft Office Tools including Windows, Word, and Excel;

- Experience with recreation software is highly desirable;
- Strong organizational skills and highly motivated;
- Good knowledge of basic book keeping;
- Ability to work independently with minimal supervision;
- Good public relations skills and telephone manners;
- Ability to work in a multi-task environment, often under pressure;
- Work with and maintain confidential information.

WORKING CONDITIONS AND ENVIRONMENT

- This position works 35 hours a week, 8:30pm-4:30pm, Monday to Friday, however the incumbent may also work outside of regular business hours;
- The compensation for this position is \$31.56 - \$35.51;
- The Town offers an excellent comprehensive benefit package, and participation in the Ontario Municipal Employee Retirement Scheme (OMERS) pension plan.

If you're passionate about joining our growing, innovative team, don't hesitate to apply! We encourage you to apply by sending your resume to HR@Erin.ca; we will accept resumes until 4:00 pm on Wednesday, August 7th, 2024. We'd love to hear from you!

The Corporation of The Town of Erin celebrates diversity, and we are proud to be an equal opportunity employer. We are committed to creating equitable opportunities and an inclusive environment for all employees and applicants. We make employment-related decisions without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, age, disability, or veteran status. The foregoing represents a reasonable statement of the requirements of this position. We use the information collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection only. Accommodation is available for all parts of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act.