



PARKS AND RECREATION ONTARIO

Job Mart

JOB POSTING
#17-040

CITY OF MISSISSAUGA
COMMUNITY SERVICES DEPARTMENT
RECREATION DIVISION
Requires a

COORDINATOR, CUSTOMER SERVICE AND ADMINISTRATION

JOB SPECIFICATIONS:

- Minimum completion of Grade 12. Post-secondary degree or diploma in administration, business or a related field considered an asset.
- 3 to 5 years administrative experience.
- Previous supervisory or leadership experience is considered an asset
- Previous cash handling and inventory control experience
- Previous experience with budgeting and financial reporting is a definite asset
- A working knowledge within the recreation field.
- Advanced MS Office, including Word, Excel, Power Point and a basic knowledge of Access is considered an asset
- Proficiency in additional computer software applications including SAP and Class is considered an asset.
- Excellent oral and written communication skills.
- Ability to establish effective working relationships, provide excellent customer service and work in a team environment with changing priorities.
- Research and analytical skills required.
- Previous knowledge of writing or implementing processes is an asset.
- Standard First Aid/CPR C/AED is required
- HIGH FIVE PHCD and QUEST 2 are required for this position (or willing to obtain within the first 6 months of start date)
- Travel between City of Mississauga Facilities as required.
- Valid Ontario Driver's License and access to a vehicle as required

PRIMARY RESPONSIBILITIES:

- Reporting to the Facility Manager, the successful candidate will be responsible for administrative duties which support the programs and services offered at the facility.
- Supervise the customer service desk by recruiting, scheduling, training, supervising and evaluating customer service staff.
- Ensure appropriate financial and statistical records are maintained for recreational programs including the preparation of weekly revenue reports and the auditing of daily revenue.
- Ensure daily revenue reports are accurate; audit cash procedures.
- Understand Corporate cash handling policies and procedures and ensure that they are implemented and maintained

- The Coordinator, Customer Service and Administration will assist in the marketing and promotion of recreational programs
- Develop and revise facility administrative procedures which reflect the corporate policies.
- Input payroll in SAP.
- Conduct and track inventory and assist with the processing of all SAP requests.
- Provide immediate customer service to the public on all aspects of program operations.
- Provide general supervision of staff and programs in the role of Manager-on-Duty.
- Act as a backup for the Administrative Assistant.
- Perform other related duties as assigned.

Note: Must be available to work flexible hours including evenings and weekends.

SALARY: Grade D (\$58,377 - \$77,837)

Closes: Tuesday, February 14, 2017

How to Apply: Please use the link below to apply to this position through our external site. You can search the position through job name (Coordinator, Customer Service and Administration) or the posting number (2017-3228)

<https://careers-mississauga.icims.com/jobs/search?hashed=0&mobile=false&width=543&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240>



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