

The Town of Ladysmith provides its employees the opportunity to make a positive and meaningful impact on the daily lives of the public we serve. Are you looking for a dynamic and interesting career? The Town of Ladysmith is seeking a self-motivated professional for our Parks, Recreation & Culture Administration Department.

RECEPTIONIST II

(2 Positions)

Internal/External Competition #2025-06

Department:	Parks, Recreation & Culture - Administration
Classification:	Casual
Duties & Required Qualifications:	See attached Job Description
Rate of Pay:	Band 4 - \$31.01 per hour
Hours of Work:	No guarantee of hours Parks, Recreation and Culture is a seven-day per week operation and require employees to be available for work weekdays, evenings and weekends.
Conditions of Employment:	Automatic wage deposit
Union:	Canadian Union of Public Employees (C.U.P.E.) Local 401
Benefits:	As per the Collective Agreement
Reporting To:	Administrative Services Supervisor

This job posting will remain open until 4:00 PM March 12, 2025. For further information please contact Kim Cheang, Administrative Services Supervisor at 250.245.6422: kcheang@ladysmith.ca

If you are interested in applying for the position, send a cover letter and detailed resume which notes your qualifications and experience relevant to the job description in a **WORD or PDF** format only to:

Trish McConnell, Manager of Human Resources
City Hall, 410 Esplanade, PO Box 220
Ladysmith, BC V9G 1A2
Email: careers@ladysmith.ca

Per CUPE Agreement Article 15.02: "applicants for this position shall agree that in the event of a grievance regarding filling of this posting, interview and selection documentation shall be released to the union."

The Town of Ladysmith is committed to diversity and inclusivity in our employment practices. We are an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes.

The Town of Ladysmith wishes to thank all applicants in advance for their interest.
However, only those selected for an interview will be contacted.



TITLE: RECEPTIONIST II
DEPARTMENT: PARKS, RECREATION AND CULTURE
DIVISION: COMMUNITY SERVICES
CATEGORY: UNION CUPE LOCAL 401
BAND: BAND 4

GENERAL ACCOUNTABILITY

Reporting to the Administrative Services Supervisor, the Receptionist II provides first point of contact for all department enquiries, delivers superior customer service, and provides administrative support for the Parks, Recreation and Culture Department.

PRIMARY DUTIES AND ACCOUNTABILITIES

- Main front counter receptionist for the Parks, Recreation and Culture Department, maintaining superior customer service standards in responding to enquiries and providing information.
- Registers participants in programs and classes; processes facility bookings; receives and processes payments and refunds for program registration, admissions and facility rentals in an efficient and responsible manner.
- Under the direction of the Administrative Services Supervisor - PRC assists and prepares documents including but not limited to month end reports, petty cash reports and cheque requisitions.
- Under the direction of the Administrative Services Supervisor - PRC assists with communication tasks including updating the website and social media pages as required.
- Refers problems to the supervisor on duty as required.
- Responsible for compliance of procedures and policies as established by the Town.
- Responsible for compliance with safe work practices and safety guidelines as established by the Town and Worksafe BC.
- Assists with emergency procedures for incidents, enlists the aid of the police, fire, or ambulance personnel as required, and completes all relevant documentation.
- Other related duties as required.

REQUIRED QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITY

1. Grade 12 education or equivalent (GED).
2. Demonstrated ability operating telephone switchboard systems, point-of-sale (POS) systems, and a variety of standard office equipment.
3. Demonstrated basic proficiency in the use of the Microsoft Office Suite and varied recreation software programs.
4. Demonstrated understanding of basic accounting procedures.
5. Demonstrated understanding of modern office procedures.
6. Demonstrated minimum keyboarding speed of 40 words per minute with 92% average accuracy.
7. Valid B.C. Driver's Licence – Class 5.
8. Satisfactory Police Information and Vulnerable Sector Check.
9. Demonstrated initiative with minimum direction; completing tasks by removing barriers and locating necessary resources.
10. Demonstrated ability to communicate effectively in a wide variety of situations applying diplomacy and interpersonal skill to establish and maintain productive relationships.
11. Demonstrated high level of focus on internal and external client service continuously seeking ways to meet and exceed expectations.

12. Demonstrated ability to work cooperatively within a team and with Town employees, stakeholders and partners to achieve optimal results.
13. Demonstrated ability to adapt, thrive in an atmosphere of changing priorities and circumstances.
14. Demonstrates valuing diversity.