

TOWNSHIP OF TERRACE BAY
JOB DESCRIPTION

JOB TITLE: NIGHT SUPERVISOR

GENERAL SUPR.: COMMUNITY
DEVELOPMENT CO-ODINATOR

DEPT.: RECREATION

GROUP: NON-UNION

J.C.NO.: 1-15

PREPARED BY: G. LAWRENCE

DOC.NO.: 0106R6

PREPARED: AUGUST 1990

LAST REVISED: January 15, 2009

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JOB FUNCTION

- 1. To provide night reception and oversee facility use to ensure a positive and organized recreational environment.

JOB SPECIFICATIONS

- 2. High school graduation with vocational keyboarding skills.
- 3. 1 to 2 years previous experience in clerical positions (eg. receptionist, cashier).

DIRECTION RECEIVED/INDEPENDENT ACTION

- 4. Follows municipal administrative policies, department operating policies, recreation committee policies and is guided by standard office practices.
- 5. Works independently without supervision. Receives written direction with regard to priorities and special assignments for the shift (eg. posters, keyboarding, photocopying). Determines the order in which assigned tasks and regular work will be carried out when priority has not been specified.
- 6. Work is monitored by Community Development Assistant through review of log entries and completed clerical and keyboarding assignments.
- 7. Advice and direction with regard to operating procedures are available verbally and through written response to queries from Community Development Supervisor, Community Development Assistant and other Managers.

SUPERVISION/DIRECTION OF OTHER EMPLOYEES

- 8. Not normally responsible for the supervision of other personnel.
- 9. Required to maintain work area in orderly fashion to avoid injury to day-workers (eg. keep walkways clear, stack materials on shelves safely).

WORKING RELATIONSHIPS

Inside Contacts:

10. Maintenance Staff To report or relay reports from patrons concerning unsatisfactory facility conditions (eg. equipment breakdowns, lock broken); to leave notes (for day staff) concerning purchase of supplies.

Outside Contacts:

11. Facility Users To provide information, services and advice (eg. program schedules, complete membership applications, take bookings, advise regarding rules); to hear complaints (eg. room double-booked), advise that facilities are unavailable, and to warn users abusing rules/privileges.
12. Police Constables To report loiterers/facility abusers who are not willing to leave the premises when asked; to provide details of incidents.

DUTIES AND RESPONSIBILITIES RELATING TO MAJOR ACTIVITY

13. Major Activity A: (90%) Assisting members and facility users and supervising facility users within the games room, fitness and sauna areas and courts.
14. Responds to telephone and counter queries and requests from the public and facility users. Accepts and logs reports and complaints. Investigates and resolves complaints regarding double-bookings. Advises on-duty maintenance worker of reported equipment malfunctions and breakdowns.
15. Schedules advance bookings for facility (eg. courts and rooms); and accepts program registration applications and membership fees.
16. Assists facility users with selection of recreation equipment from available styles and models (eg. safety goggles, rackets). Maintains log of facility users and areas in use.
17. Takes immediate bookings for facility use (eg. weight-room, courts). Limits the number of users in particular activity areas to avoid over crowding (eg. advises members wanting to use weight-room that they must wait).
18. Checks records to ensure memberships are current, and collects and receipts appropriate fees for memberships; equipment and facility rentals; and equipment sales.
19. Continuously monitors teenagers using the games room to ensure they do not abuse equipment or privileges.
20. Makes walk-around checks of recreation centre during shift and at end of shift to observe facility users and check building security. Warns individuals or groups abusing recreation equipment/rules and takes action to suspend privileges within policy (ie. may suspend user privileges for 24 hours and order individual to leave the premises, or call for police assistance). Makes written reports of incidents for information and further action by Community Development Supervisor.
21. Completes daily inventory counts and checklists.

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22. Major Activity B: (10%) Clerical and Creative Assignments.
23. Reviews log at start of shift for special assignments (eg. keyboarding, photocopying, display and poster requirements and response to prior queries). Other assignments may be given verbally.
24. Transcribes, keyboards and proofreads documents from handwritten notes (eg. letters, schedules, rosters).
25. Prepares mailouts as directed; types envelopes; photocopies, collates and staples circulars; and stuffs envelopes (eg. annual membership renewals).
26. Updates display case marquee weekly to announce upcoming programs and events.
27. Designs and letters posters to communicate changes in hours and schedules. Develops displays to advertise upcoming programs and special events, and artwork to complement seasonal themes (eg. paints office windows to denote variety of seasonal programs).
28. Selects art and poster supplies as necessary to prepare posters, displays and artwork (eg. paints, bristle board, construction paper). Leaves notes for day staff to purchase necessary supplies.
29. Reports activities and work status through log entries.
30. Operates standard office equipment (eg. photocopier, computer). Reports malfunctions to initiate service and repair.

EFFORT

Physical Demands:

31. Major daily demands are for light physical agility to respond to counter enquiries, perform facility checks, retrieve and store materials and equipment. Remains alert to unusual and emergent situations (eg. listening for raised voices signifying arguments developing).

Mental and Visual Demands:

32. Lettering posters and sight-keyboarding cash requires concentration for short to moderate periods.
33. Calls and counter enquiries frequently interrupt attention spans for short periods.
34. Priority assignments must be completed during shift.

WORKING CONDITIONS

Hours of Work:

35. Works a 4.5 hour evening shift during week and 4.5 to 7.5 hours shift during weekends (3-on, 4-off).

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36. All additional hours are compensated.

Work Environment:

37. Spends 100% of the average work year in open area. Work area is open to public with attendant exposure to noise from equipment and facility users. Works with regular contact with other on-duty recreation staff.

Hazards:

38. Exposed to slipping/falling risks on wet floors when making facility checks. Irregularly exposed to risk of physical violence from loiterers and facility users.