



Competition #V1993 Recreation Clerk (Part-Time, Over 20 Hours Per Week)

External Closing Date: 4:30pm, Thursday, June 4, 2026

The Sunshine Coast

A natural paradise blessed with mild winters, beautiful surroundings, and showcasing the best aspects of outdoor adventure, arts, and culture. Bordered by rugged mountains and blue ocean waters, situated on a peninsula (not an island) in the ancestral lands of the shíshálh (Sechelt) and Skwxwú7mesh (Squamish) First Nations, this is the Sunshine Coast. Whatever hobby or interest you might enjoy, we have it right here. Hike the trails, get out in a kayak, try golfing, swimming, fishing, cross-country skiing, attend festivals, visit museums, go whale-watching, or any of the other recreational activities that are right at our doorstep. Big city life is only a 40-minute ferry ride away. A preferred tourist destination, a great place to live and play, now is the time to consider making this amazing place your home.

Recreation Clerk Position Overview

The Sunshine Coast Regional District (SCRD) is currently inviting applications for the position of Recreation Clerk at the Gibsons and Sechelt Recreation facilities. Working within a community development philosophy, the Recreation Clerk provides cashier and general support to the Recreation Centres on the Sunshine Coast with a strong emphasis and focus on customer service. Further details are included in the job descriptions found at www.scrd.ca/careers.

Compensation and Benefits

We have what is being called one of the best compensation and benefits packages that are out there. Whatever your background, immediately upon hire, our comprehensive benefit package is yours! This means extended health and dental coverage, including pro-rated eyewear and eye exams, orthotics, and up to \$1250 annually for chiro, massage, acupuncture, physio, and more. In addition to three weeks of vacation, we offer 13 paid statutory holidays (after 30 days of employment), as well as paid family responsibility leave, pro-rated sick leave, short-term and long-term disability leave, group life insurance, accidental death and dismemberment coverage, participation in the Municipal Pension Plan (MPP), and free confidential counselling services.

Recreation Clerk is a bargaining unit position with a wage rate of **\$26.23 per hour**, working up to 33 hours per week. **Please note:** Schedules may include weekend and evening hours and incumbents must be able to work at both the Gibsons and Sechelt Facilities. **This appointment is subject to a satisfactory RCMP Police Information Check including vulnerable sector check.**

How to Apply

We look forward to hearing from you! Please send a current resume and a cover letter quoting the competition number via [email](mailto:hr@scrd.ca) by the closing date and time shown above. **In the subject line of the email please include your name and the competition number.** The SCRD is committed to equitable access to employment opportunities. We value a diverse workforce to best represent the communities we serve, and we thank all applicants in advance for your interest.

Contact: hr@scrd.ca or www.scrd.ca/careers

RECREATION CLERK

EXEMPT:	No	DIVISION:	Recreation Services
SALARY LEVEL:	190 points	DEPARTMENT:	Community Services
SHIFT:	Various	SUPERVISOR:	Recreation Office Coordinator
LOCATION:	SCRD Recreation Facilities		
APPROVED BY:		DATE:	March 2023
<i>Replaces:</i>	<i>Recreation Cashier</i>	<i>Date:</i>	November 2022

SUMMARY: Reporting to the Recreation Office Coordinator, and working within a community development philosophy, this position provides cashier and general support to the Recreation Centres on the Sunshine Coast with a strong emphasis and focus on customer service.

KEY RESPONSIBILITIES *include:*

1. To provide receptionist services at recreation facilities by greeting recreation services customers in person, by email, or on the telephone, responding to enquiries real-time and any messages as applicable, and/or redirecting enquiries to the appropriate party.
2. To use a registration database software system to assist customers and process pre-approved documents in accessing recreation services.
3. To issue and receive payments including refunds for recreation services and maintains related database as required.
4. To complete clerical duties including, but not limited to, opening, and closing routine checklists, insertion of data into pre-formatted spreadsheets, running pre-formatted reports, updating video display messages, and following other established procedures.
5. To stay up to date and provide routine information to the public on recreation services.
6. To provide little to no problem solving, exercising some judgement, which is often procedural.
7. To comply with, and promote, safe work practices and procedures in support of a safe and healthy work environment.

TYPICAL ACTIVITIES *include:*

1. Greets customers coming into recreation facilities, answers enquiries (questions or complaints), takes messages or directs them to the appropriate Staff for follow up.
2. Answers customers questions about recreation services including, registered and drop-in programs, information about passes, SCR D Recreation facilities and the amenities included, how to register, when to register, how to access recreation facilities, lost or stolen items and assistance for people who need help accessing recreation facilities.
3. Operates a telephone system to answer, and forward telephone calls, as needed, responds to general enquiries coming through recreation email and assist customers with online registration assistance.
4. Registers, waitlists, withdraws, or transfers customers in registration programs by phone, email, and in person.
5. Sells and stops passes, sells retails products, ensures passes are validated by patrons, or processes drop-in admissions for each visit to a recreation facilities.
6. Receives and processes payments or refunds for registration programs, passes (includes setting up automatic renewals), outstanding accounts, and POS items through the registration database

software and verifies accuracy of information in database with customers. Reconcile cash and other payments for each shift.

7. Completes various clerical duties to assist recreation services including completing daily checklists, notifying patrons of changes to recreation programs, data collection and entry, filing documents, checking that up-to-date information is posted in recreation facilities, distributing mail, and printing reports.
8. Stays current on SCRD and recreation services information for the purpose of information sharing.
9. Provides work guidance to new or relief cashiers on registration software, including where supplies and equipment are kept, revenue processes, and answering or redirecting questions that new staff may have.

QUALIFICATIONS

- Completion of Grade Ten (10).
- Six (6) months of relevant experience in a customer service role, including handling cash, entering data.
- Working knowledge of computer software, including Microsoft Office Suite.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Strong knowledge of SCRD programs and services provided.
- Able to enter data into a computerized system accurately and efficiently.
- Ability to handle a variety of tasks with numerous interruptions.
- Ability to interact effectively with customers by phone or in person, demonstrating a strong customer focus and an ability to defuse confrontational situations as required.
- Ability to work effectively as a member of the divisional team.
- Ability to work with accuracy and attention to detail.
- Required to work evenings, early mornings and weekends.
- Satisfactory results from RCMP Criminal Record Check.
- The incumbent is expected to support Corporate sustainability and workplace safety objectives.
- This position may work at a variety of locations.