



Competition #V2014 Facility Booking Technician (Full-Time, Regular)

External Closing Date: 4:30pm, Thursday, July 16, 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.

Facility Booking Technician Position Overview

The Sunshine Coast Regional District (SCRD) is currently inviting applications for the full-time position of Facility Booking Technician to facilitate bookings of a variety of halls, parks, facilities and equipment to maximize the usage of these sites and revenues as well as liaising with user groups, the public, community stakeholders, recreation program coordinators and facility operations staff to communicate schedules and special arrangements for the facilities and/or equipment. Further details are included in the job description found at www.scrd.ca/careers.

Compensation and Benefits

We offer a competitive compensation package, including comprehensive benefits available as soon as you join us! Are you currently working full-time in local government or in the public sector (4+ years)? If so, we thank you for your service, and we demonstrate our appreciation by enhancing your initial annual vacation entitlement, which starts at three weeks, upon hire. We look forward to discussing this further during the interview process. In addition, we provide extended health and dental coverage, including paid eyewear and eye exams, orthotics, and up to \$1250 annually for chiro, massage, acupuncture, physio, and more. In addition to vacation, we offer 13 paid statutory holidays (after 30 days of employment), as well as paid family responsibility leave, 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 an Employee Family Assistance Program.

The Facility Booking Technician is a bargaining unit position working 35 hours per week at **\$41.41 per hour**.

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. We thank all applicants in advance for your interest.

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

FACILITY BOOKING TECHNICIAN

EXEMPT: No**SALARY LEVEL:** Band 12**SUPERVISOR:** Manager, Parks Services**APPROVED BY:** Manager, Recreation Services**Replaces:** New**DIVISION:** Park Services**DEPARTMENT:** Community Services**LOCATION:** Varies**DATE:** May, 2022**Hours:** R35

SUMMARY: Reporting to the Manager, Parks Services or designate, and working within a community development philosophy, the Facility Booking Technician is responsible for facilitating bookings of a variety of halls, parks, facilities and equipment to maximize the usage of these sites and revenues as well as liaising with user groups, the public, community stakeholders, recreation program coordinators and facility operations staff to communicate schedules and special arrangements for the facilities and/or equipment.

KEY RESPONSIBILITIES *include:*

1. Assists with the coordination of the facility and equipment booking processes within Recreation, Parks, Fields, Halls and other facilities according to divisional policies, procedures and priorities which includes receiving requests, evaluating space availability, and booking the requested time into the booking system.
2. Facilitates bookings, special requirements and changes as required with facility staff, stakeholders, user groups and individual customers.
3. Communicates timelines for annual ongoing block bookings considering the time required to complete the process prior to each season.
4. Maintains rental permits through the application of the SCRD's fees and charges bylaws.
5. Assists the Manager with identifying non-compliance to rental permits' conditions of use.
6. Communicates internally and externally while working collaboratively with staff and community stakeholders to ensure customer service focus.
7. Evaluates bookings and assists with capturing statistics such as user group satisfaction in an effort to identify and promote appropriate future facility use.
8. Promotes and maximizes the use of facilities through available resources such as the booking system, website, social media, marketing material, communication with user groups, and other available resources.
9. Identifies facility use trends for staff to incorporate into budget, program and staffing plans based on statistics compilation, reporting and analysis.
10. Maintains an effective and up-to-date records management system with accurate rental permit correspondence and records.
11. Communicates with staff to ensure service levels and operational needs are well understood or that clarification is sought as required in order to meet staff and customer expectations.
12. Assists with the development of applicable policies, booking procedures, and communicates the interpretation and application of same to stakeholders, user groups and individual customers.
13. Provides orientation and ongoing support, advice and assistance to staff in the functionality and operation of facility bookings.

TYPICAL ACTIVITIES *include:*

1. Prepares bookings of facilities to promote maximum usage and optimum revenues.

2. Liaises with internal programming staff to ensure public access to facility for SCRD programming, facility bookings or joint use activities.
3. Communicates facility bookings to staff and stakeholders to provide integrated customer service delivery.
4. Recommends seasonal timelines, distributes facility booking application forms, and organizes user group meetings, agendas and materials to maintain effective two-way communication.
5. Facilitates conversations with user groups to determine the best facilities/time schedules for special events, changes due to overlapping/conflicting requests, cancellations due to shutdowns or emergency repairs.
6. Reviews Recreation, Parks, Fields and Halls facility information for accuracy and recommends corrections as and when required and ensures that the booking system is current with accurate facility information, user fees and customer information.
7. Attends divisional meetings of staff and/or customers to provide guidance on booking process/procedures or resolve issues with staff.
8. Contributes to division reporting requirements to communicate information on facility use.
9. Assigns keys or access codes to authorized facility users, as required.
10. Maximizes use of facility booking system to its full potential in order to provide pertinent information to decision makers regarding current and future direction.
11. Responsible for working with Parks and Recreation Management to produce weekly field condition updates to share with user groups.
12. Demonstrates and provides guidance on system operations including orientation of same to new staff.
13. Other tasks/duties as assigned.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Completion of a two (2) year post-secondary program in Business or diploma in a related field from a recognized institution.
- Two (2) years' relevant work experience in a business environment that may include accounting, administration, customer service, computer system management and operations, print media/publishing software, managing contracts and agreements, public consultation and fostering community partnerships through collaborative relationship building.
- Preference may be given to experience in the use of booking software supplemented by accounting and computer training.
- An equivalent combination of education and experience may be considered.
- Valid Class 5 BC driver's license

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Working knowledge of office and accounting procedures and filing methods.
- Ability to demonstrate initiative along with a proactive approach to ethical working practices.
- Strong organizational skills in managing multiple projects and deadlines with minimal supervision.
- Ability to communicate effectively and concisely, verbally and in writing, with others.
- Ability to deal with people in a firm, tactful and flexible manner and to act with sound judgement under pressure.
- Ability to produce reports and statistics from the booking system and spreadsheets.
- Knowledge and proficiency with Microsoft Office Suite
- May be required to work a variety of hours including evenings and weekends.
- The incumbent is expected to support corporate sustainability and workplace safety objectives.