



## **JOB DESCRIPTION**

**TITLE:** ADMINISTRATIVE COORDINATOR – ALLOCATIONS

**DIVISION:** Recreation & Culture

**LEVEL:** 9

**Position Last Evaluated: May 2024**

**Job Desc. Last Updated: N/A**

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### **JOB SUMMARY**

Under the general supervision of the Manager, Recreation Services, this position performs the regular duties of an Allocation Clerk in addition to providing administrative support and supervision to the Recreation and Culture facility allocations group.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Coordinates, supervises and directs a pool of Allocation Clerks across the department and ensures policies, procedures, business practices and customer service standards are adhered to.
2. Plans, schedules, assigns, and monitors work, provides performance feedback, identifies and recommends training, and may participate in staff selection and handle performance issues. May provide orientation and training to new or temporary staff.
3. Provides day to day support to the Allocation Clerks on matters such as customer complaints, contract issues, special event requests, etc.
4. Provides support to other Allocation Clerks during peak seasons for contract inputting as well as day to day coverage for vacations, illness or other unscheduled absences.
5. Provides administrative support to the Recreation & Culture management group and Allocation Clerks team by leading projects related to allocations, budget or City wide initiatives.

**TYPICAL DUTIES AND RESPONSIBILITIES cont.**

6. Acts as subject matter expert for recreation software for the Allocation Clerk team.
7. Performs all duties as outlined in the Allocation Clerk's job description.
8. Conducts research assignments by obtaining information from various sources, compiling data, and preparing statistical and other reports.
9. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of current office practices, procedures, equipment, and filing systems.

Thorough knowledge of Recreation & Culture Department structure, policies, procedures, and practices, as well as considerable knowledge of the City's divisional organization.

Ability to communicate with courtesy, tact and discretion when dealing with complaints or providing information to the general public, staff, municipal, and other officials.

Excellent verbal and written communication skills.

Ability to exercise independent judgment, to work under pressure and meet deadlines within short time frames, and to react quickly to changing priorities.

Excellent time management skills and strong organizational skills, with the ability to plan, prioritize, and complete work assignments with minimum supervision.

Proficient computer skills in programs such as MS Office and recreation software related to facility bookings such as XPlor (Perfect Mind). Minimum typing speed of 50 wpm.

Ability to effectively train, direct, and monitor the work of allocations staff.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

A minimum 6 month Office Administration training program from a recognized educational institution (e.g. VIU or Sprott Shaw).

Minimum 2 years' related allocation clerk experience, including 1 year related supervisory experience.

Or an equivalent combination of education and experience.

**GENERAL STANDARDS**

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.