



Job Description

Recreation Client Services Business Coordinator

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Regional Manager – Recreation & Client Services

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT: COMMUNITY SERVICES

SUMMARY OF POSITION:

Under the general supervision of the Regional Manager – Recreation and Client Services, the Recreation Client Services Business Coordinator (RCSBC) is a member of the Community Services Team. The RCSBC develops the administrative and software system processes and workflows to ensure excellent client services are delivered effectively and efficiently. This goal is accomplished by working cohesively and cooperatively with the software Consultant as well as IT and Community Services staff.

Under direction from the Regional Manager, the RSCSC is responsible for the development of common procedures and guidelines related to customer service business practices, works with facility teams to oversee the implementation of regional district directives and initiatives, and ensures standardization of Community Services business processes & practices around the regional district.

The employee must exhibit a high degree of analytical ability, diplomacy, problem solving, and good judgement. Success in this position will require excellent coordination and time management skills, significant flexibility, effective change management practices and a willingness to adapt to changing priorities.

ROLE AND RESPONSIBILITIES:

Responsibilities include, but are not limited to:

1. **Collaboration:** Collaborate with the Community Services Leadership Team (CSLT) to proactively identify opportunities for operational efficiencies and effectiveness for customer service operations. With the appropriate stakeholders, establish and maintain tools and processes that enable the ongoing efficiency and effectiveness of RDCK recreation software. This includes liaising with other RDCK Departments such as Finance to ensure convergence and accuracy related to business practices.
2. **Team Development:** Provide administrative process support and guidance to the customer service team. Plan, schedule, and facilitate meetings with key stakeholders (CSR and Programming teams), document and follow up on identified actions as required.
3. **Frontline Support:** Provide front-line information system support. Identifies, analyzes, and diagnoses

problems, troubleshooting and referring unresolved problems to pre-determined groups for resolution. Respond to issues and missing/ineffective recreation software processes and provide support to develop solutions. Keeps end-users informed about system updates and functionality changes, or downtime through clear and timely communication.

4. Research & Best Practices: Research and lead the implementation of best practices in parks and recreation customer service operations. Provide recommendations on how to provide excellence in client services through business practices and software usage.
5. Standardization & Consistency: Develop, refine, and implement administrative processes to create consistency and efficiency across RDCK Community Services.
6. Change Management Effectiveness: Developing and implementing effective change management strategies when changes to business practices are required. Identify outstanding change management items/issues, plan, and coordinate communication.
7. Report Development: Work with internal users to identify and develop consistent reporting tools for decision making and reporting to RDCK governance and committees. Demonstrate how to make practical use of the information.
8. Technical Escalation: Collaborating with IT support to escalate and resolve technical issues or bugs that cannot be addressed at the subject matter expert level. This may involve providing detailed information about the issue, assisting with testing potential solutions, and coordinating the implementation of solutions.
9. Software Effectiveness: Identifying inefficiencies or bottlenecks in existing business processes and proposing solutions using the system to streamline operations. Develop and implement administrative guidelines for the setup of services offered through Community Services. Input and maintain the backend structure of the recreation software to enable internal and external users to use the software effectively.
10. Training and Documentation: Conducting training sessions for end-users to ensure they have the necessary skills and knowledge to effectively utilize the system. Creating and maintaining user-friendly documentation, such as user manuals, quick reference guides, and FAQs, to support end-users in navigating the system and resolving common issues independently.
11. Vendor Management: Acting as a liaison between Community Services and system vendors, communicating feedback, and coordinating updates and enhancements as needed.
12. User Acceptance Testing (UAT): Participating in UAT activities to ensure that system enhancements or changes meet the requirements and objectives of Community Services.
13. Compliance and Security: Ensuring that the system usage within the Community Services complies with relevant regulations and standards and implementing security measures to safeguard sensitive data.
14. Performance Monitoring and Optimization: Monitoring the performance of the system within Community Services, identifying areas for improvement, and implementing optimizations to enhance efficiency and effectiveness. Audit recreation software to ensure compliance with approved guidelines.
15. Perform other duties as required.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- 2-year diploma in Business Administration or similar
- Three years' experience in an administrative role or similar, including significant process development

experience in a collaborative team environment

- Training and experience in the Office 365 Productivity Suite.
- Experience working directly with recreation software, or similar database management experience
- Valid B.C. Driver's License and safe driving record
- Satisfactory Criminal Record
- Standard First Aid

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- A solid understanding of recreation programming and recreation administration would be considered an asset
- Demonstrated ability to provide a superior level of customer service
- Significant organizational skills, highlighting attention to detail
- Demonstrated ability to form strong working relationships, collaborate with others and gain consensus in group settings
- Proven ability to prioritize, while working under pressure and time constraints
- Proven ability to create and work with files using a formal filing classification system
- Proven ability to type and input data with speed and accuracy
- Proven ability to develop and deliver effective training
- Proven ability to maintain the utmost confidentiality and an ability to act with a high degree of diplomacy, tact and professionalism
- Proven ability to manage time effectively
- Proven ability to collect, analyze and provide recommendations based on complex information
- Proven ability to provide effective collaboration to the team
- Ability to consider the long-term impacts to decisions from multiple perspectives and the views points of various stakeholders
- Strong technical writing skills
- Ability to understand and carry out established accepted procedure
- Ability to effectively manage interruptions and constantly changing priorities
- Excellent analytical and problem-solving skills
- Willingness to learn and adapt to change
- Demonstrated commitment to the values of the RDCK: Health and Safety, Accountability, Integrity, Respect.

ACCEPTANCE:

I have read and discussed the expectations for this position. My direct supervisor explained the associated tasks to me, and I am prepared to accept these responsibilities.

Employee Name

Employee Signature

Date

Employer Representative Name

Employer Representative Signature

Date