

 Job Description	Position: Temporary Arena Attendant	Page: 1 of 3
	Dept.: Parks & Recreation	Reports to: Manager of Parks, Recreation and Facilities
	Grade: Minimum Wage Step: Minimum Wage Period: As scheduled	
	Effective: Aug 25, 2022	Revision Date:

PRIMARY FOCUS

Reporting to the Manager of Parks, Recreation and Facilities. The temporary Arena Attendant will provide operational support to the Parks, Recreation & Facilities Attendants on duty by assisting with maintenance of the facility, related equipment and ice surfaces. The responsibilities include manual labour support for special events, hockey games and tournaments and public skating events. The Arena Attendant will provide a positive environment for all users by providing customer service to the public and by assisting staff with housekeeping duties inside and outside the facility to ensure it is ready and respectable for public use.

SCOPE	
<p><u>Supervisory Accountability</u></p> <p><i>Direct Reports:</i></p> <ul style="list-style-type: none"> • N/A <p><i>Indirect Reports:</i></p> <ul style="list-style-type: none"> • N/A <p><u>Key Contacts</u></p> <p><i>Internal:</i></p> <ul style="list-style-type: none"> • Manager of Parks, Recreation and Facilities • Lead Hand of Parks, Recreation and Facilities <p><i>External:</i></p> <ul style="list-style-type: none"> • Members of the public 	<p><u>Working Conditions</u></p> <ul style="list-style-type: none"> • Must be able to work at a quick pace, and able to concentrate and follow multiple directions at once • Work area is generally noisy and crowded • Fast paced environment with changing priorities • Ability to work a flexible, rotating schedule including evenings, weekends and holidays • May be required to walk on uneven and/or slippery surfaces <p><i>Information Resources:</i></p> <ul style="list-style-type: none"> • Follow the Municipal Health and Safety Policy and comply with the Occupational Health and Safety Act • Knowledge of WHIMIS is an asset

CORE JOB REQUIREMENTS

Educational requirements

- First Aid and CPR-AED certification an asset

Related experience requirements

- Experience in an arena environment would be an asset.
- Experience with maintenance duties would be an asset.

Other

- Must be at least 15 years of age
- Vulnerable Sector Police Check

Technical skill requirements

- Ability to perform maintenance, janitorial, parks and other facility operational duties
- Physically capable to perform general labour and maintenance duties as well as skating for public skating monitoring

Interpersonal skill requirements

- Customer –service oriented
- Ability to work independently as well as part of a team
- Ability to multi-task
- Positive, professional, and enthusiastic demeanor
- Efficient and courteous manner

JOB RESPONSIBILITIES

I. Managerial/Supervisory Responsibilities:

- N/A

II. Functional Responsibilities:

1. Provide support to the Parks, Recreation & Facilities Attendants on duty by performing maintenance to arena including ice surface maintenance, assisting in flooding of ice surface, cleaning and filling ice resurfer.
2. Perform manual labour support for special events, hockey games and tournaments and public skating events, including set up and takedown of halls.
3. Responsible to provide customer service to all users of the facilities and maintain a positive and professional manner at all times.
4. Responsible for maintaining washrooms, and change/dressing rooms and associated areas including cleaning, disinfecting, removing garbage and replenishing supplies of toilet paper, soap, etc.
5. Perform general maintenance duties in the overall facility such as painting, replacing bulbs etc.
6. Move nets during games, tournaments and other events as required.
7. Respond to routing inquiries related to the use of the facility.
8. Maintain good public relations with customers, user groups and colleagues.
9. Able to work evenings and weekends on a routine basis.
10. Other duties as assigned.

APPROVALS

CAO, or designate

Date

I acknowledge that I have read and understand the contents of this job description and agree to perform the responsibilities as described herein.

Date