



Township Of Cramahe
Job Description
Arena Attendant

DATE: 2017/2018

TITLE: Arena Attendant

Wage: \$10.90-\$11.60

REPORTS TO: Arena Parks Foreman / Facilities Operators

POSITION SUMMARY: Reporting to Arena Foreman / Facilities Operators, the Arena Attendant will provide operational support to the Facilities Operators on duty by assisting with maintenance of the facility, related equipment, and ice surfaces. The responsibilities will include manual labour support for special events, hockey games and tournaments, 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.

DUTIES:

1. Provide support to the Facility Operators on duty by performing maintenance to arena including ice surface maintenance, assisting in flooding of ice surface, cleaning and filling ice resurfacer.
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 routine 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.

The above generally describes the duties involved with the position. However, municipal work is varied in nature; employees will be required to perform duties in addition to the above from time to time as directed by the Operations Manager / Arena Foreman.

SAFETY REQUIREMENTS:

The Township Of Cramahe believes that all accidents can be prevented. While performing the above duties, employees shall make safety an integral part of every task and job. Employees shall be familiar with the Town's Safety Policy and understand there:

- Right to Participate;
- Right to Know;
- Right to Refuse Unsafe Work;

All employees must follow the Town's Health and Safety Policy and comply with the Occupational Health and Safety Act.

POSITION REQUIREMENTS:

1. Minimum age of 15 or older
2. Ability to perform maintenance, janitorial, parks and other facility operational duties.
3. Must be able to work independently as well as part of a team.
4. Ability to maintain a professional demeanor at all times when dealing with the public and volunteers.
5. Physically capable to perform general labour and maintenance duties as well as skating for public skating monitoring.
6. First Aid and CPR-AED certification an asset.
7. Vulnerable Sector Check, and
8. Must be able to handle multiple tasks at one time.

WORKING CONDITIONS: A flexible rotating schedule will be implemented including evenings, weekends and holidays. Ability to work in a fast paced environment with changing priorities.

PHYSICAL DEMANDS: The Arena Attendant will perform regular physical effort walking and may be required to walk on uneven and/or slippery surfaces. The position may require bending, lifting and/or carrying heavy objects, climb stairs and ladders. Occasional strenuous physical activity may result in muscle fatigue or strain.

ENVIRONMENTAL CONDITIONS: The Arena Attendant may experience changing temperatures from building to ice surface. The position will be exposed to occasional unpleasant fumes, dirt, hazardous substances, and/or loud noises associated with cleaning duties, facility and ice maintenance, etc.

SENSORY DEMANDS: The position requires the individual to be able to walk on the ice surface while pushing nets.

MENTAL DEMANDS: The Arena Attendant may occasionally have to manage a number of requests and tasks at one time and must be prepared to deal with a variety of people and occasional stressful situations associated with working with the general public.

N.B. Must be able to read and comprehend instructions in regard to cleaning products, equipment operation and comprehending SOP's (standard operating procedures) in relation to deliveries of product and schedules.
