

Job Title: Recreation Facility Attendant	Department: Recreation - Programs and Services
Reports to: Manager of Recreation Services	Updated as of: October 1, 2021

JOB SUMMARY:

The Recreation Facility Attendant patrols public and user group skates, instructs skating programs, referees, and keeps score for various leagues and user groups, and assists and directs patrons on Comox Valley Regional District (CVRD) facility rules and policies. Other responsibilities include renting skates, sharpening skates, assisting patrons with equipment or skating difficulties, answering questions, administering first aid, assisting with special skating events, and maintaining general housekeeping around the skate shop.

MAJOR DUTIES AND RESPONSIBILITIES:

- Perform skate patrol duties for public skating and user groups.
- Ensure a safe and clean environment for facility patrons and staff to prevent injuries and eliminate hazards. Activate emergency action plan and render emergency care within the scope of required training.
- Perform first aid, CPR, and respond to emergency situations.
- Plan, prepare, and instruct skating programs.
- Referee and keep score for league games as assigned.
- Complete and maintain accurate records such as up to date lesson program cards, attendance records, and administration forms.
- Provide appropriate feedback to lesson participants and parents with recommendations for improvement.
- Rent and sharpen skates¹
- Organize and supervise on-ice activities for participants of all ages.
- Perform daily maintenance duties such as keeping the reception area, lobby, change rooms, and skate shop clean and orderly.
- Perform facility opening and closing duties.
- Ensure that all safety and focal point equipment is present and in good condition.
- Respond to patron questions and concerns in a friendly and diplomatic manner and resolve or refer complaints as necessary.
- Maintain a cooperative and positive relationship with the public.

¹ **Recreation Facility Attendants** that are 16 years of age or older and that have completed their training on the skate sharpening procedures are responsible for sharpening rental skates and skates belonging to members of the public. Those employees under the age of 16 years old will not perform skate sharpening under any circumstances.

- Enforce facility rules consistently, tactfully, safely, and promptly.
- Attend all in-service training sessions.
- Perform other related duties as required.

REQUIRED EDUCATION AND EXPERIENCE

- Grade 12 graduation, or at minimum completion of Grade 11.
- Minimum of six months of hockey or figure skating experience.

REQUIRED LICENCES, CERTIFICATES AND ASSOCIATION MEMBERSHIPS *(required for acceptance into the job)*

- Current criminal record clearance
The incumbent is required to provide a satisfactory criminal record check in order to work in this position and is required to report to their supervisor any criminal charges laid against them that may be related to their employment in this position.
- Current Standard First Aid and CPR Certification

PREFERRED ADDITIONAL QUALIFICATIONS

- Coaching Hybrid Clinic

JOB KNOWLEDGE, ABILITIES AND SKILLS

- Basic knowledge of cash handling procedures
- Ability to skate to the established standard required for skate patrol and instruction
- Ability to safely operate skate sharpening equipment
- Ability to remain alert, attentive, and responsive
- Ability to plan and deliver training and instruction to participants of all ages
- Ability to keep accurate and complete records
- Ability to effectively interact with people of all ages and engage them in a fun and positive experience

CORE KNOWLEDGE, ABILITIES AND SKILLS

- Working knowledge of Comox Valley Regional District and sports and aquatic centre policies and procedures
- Ability to work safely and effectively without direct supervision and adhere to work procedures and safety regulations
- Ability to establish and maintain effective, cooperative, and respectful working relationships with coworkers, management, and general public
- Ability to provide excellent customer service in a professional and courteous manner
- Ability to work accurately with attention to detail
- Strong communication, decision making, and problem solving skills
- Ability to maintain standards of conduct
- Ability to effectively carry out oral and written instruction

- Ability to cope with interruptions and meet multiple demands and priorities in a busy fast paced environment while maintaining a positive customer service attitude
- Ability to maintain composure under stressful situations and handle emergency situations
- Ability to handle conflicts effectively and enforce facility policies
- Maintain work-related qualifications
- Physically capable of performing duties safely and effectively
- Ability to work shift work including days, evenings, weekends, and holidays

EMPLOYEE SIGNATURE

This is to certify that I have read this job description:

Print Name

Signature

Date