

**ARENA WORKER**

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**EXEMPT:** No

**SALARY LEVEL:** Grid 2, Band 4

**LOCATION:** Recreation Facilities

**APPROVED BY:** Graeme Donn

*Replaces: Arena Worker*

**DIVISION:** Recreation Services

**DEPARTMENT:** Community Services

**SUPERVISOR:** Facility & Program Coord., Arena & Sports

**DATE:** Nov 2020

*DATE: Sept 2016*

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**SUMMARY:** Working within a community development philosophy and reporting to the Facility & Program Coordinator, Arena & Sports, this position greets and answers inquiries from the public and patrons of the Sechelt and Gibsons' ice arenas; provides skate shop and skate patrol services, performs cash handling and janitorial duties.

**KEY RESPONSIBILITIES** *include the following; other responsibilities may be assigned.*

1. To respond to enquiries from the public by providing general information on recreation programs and schedules.
2. To operate the skate shop by processing admission to the arena and transactions from skate shop services (rentals, sharpening; sales); to balance cash and prepare cash out shift report at the end of each shift; to perform sharpening and minor repairs to equipment.
3. To provide skate patrol services and to ensure the safety of the patrons of the arena.
4. To perform janitorial duties to ensure the cleanliness of the entire facility.
5. To ensure Sunshine Coast Regional District policies, Occupation Health and Safety policies and all applicable Workers' Compensation Board regulations are followed.
6. To comply with, and promote, safe work practices and procedures in order to effect a safe and healthy work environment.

**TYPICAL ACTIVITIES** *include but are not limited to the following; other activities may be assigned.*

1. Responds to inquiries from the public including customer complaints, in person and by phone or directs person to the appropriate resource; takes messages and forward calls; record information regarding lost or stolen items.
2. Receives admission and skate rental fees, provides skate sharpening services; sells retail products; repairs skates and helmets when possible.

3. Operates the cash register and processes transactions; balances cash at end of shift.
4. Operates skate sharpening machine and changes sharpening stone when necessary.
5. Performs skate patrol duties including monitoring access to ice surface and controlling patron behaviour; educates patrons on arena safety rules; assists injured skaters and writes up accident/incident reports.
6. Performs janitorial tasks in accordance with the daily and weekly work plan, such as cleaning washrooms, locker rooms, public areas, stands and staff areas.
7. Removes and disposes of garbage; restocks cleaning supplies.

**KEY RELATIONSHIPS** *To perform the typical duties of this job successfully, an individual must have contact with certain people that are not in the direct reporting relationship.*

- General Public/Patrons
- Members of various youth and adult user groups
- Facility Maintenance Operators
- Other SCRD personnel

**DECISION MAKING AUTHORITY** *Decisions that are made in carrying out the typical duties of the job without referring to the Manager.*

- Handling customer inquiries and complaints
- Decisions involved in safety and prevention of incidents
- Implementation of safety regulations and policies in day-to-day work
- Enforcing arena rules and reporting violations to supervisor when required
- Secure handling of pool revenue
- Reporting maintenance issues to supervisor or facilities workers

**PROBLEM SOLVING RESPONSIBILITY**

- Cause and effect thinking – safety of the patrons i.e. addressing issues before they become incidents
- Cash handling and daily close

**QUALIFICATION REQUIREMENTS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum qualifications required.*

**FORMAL EDUCATION AND TRAINING**

- Completion of Grade Ten (10)

**EXPERIENCE/SKILLS**

- Minimum of six (6) months experience in a customer service role
- Experience in handling cash
- Must be able to ice skate at a level satisfactory to the requirements of the position

#### **OTHER SKILLS/KNOWLEDGE**

- Ability to exhibit courtesy, tact and diplomacy in dealing with the public
- Neat and presentable in appearance
- Ability to handle cash; balance to register; count and perform addition and subtraction
- Ability to multi-task and focus in a busy and distracting environment
- Ability to work accurately and handle details that frequently change
- Ability to communicate effectively orally and in writing; fill in simple forms
- Ability to problem solve; resolve potential conflict situations
- Must be able to meet the physical requirements of the positions i.e. able to ice skate for up to 1.5 hours at a time; janitorial responsibilities

#### **MEASUREMENT DATA** *(To be used in combination with the SCRD core competencies.)*

- Public/Patrons are assisted with tact and diplomacy
- Cash reports are accurate
- Safety procedures and SCRD policies/procedures followed 100%.

#### **SUPERVISORY RESPONSIBILITIES**

- None

#### **ADDITIONAL INFORMATION**

- Satisfactory results from RCMP Criminal Record Check
- Required to work evening, early mornings, weekdays and weekends
- Shifts are determined based on program demand & schedule
- The incumbent is expected to support Corporate sustainability and workplace safety objectives.