

Arena Attendant

DEFINITION

This classification is semi-skilled manual labour within an ice arena environment.

Work of this class involves a high degree of customer interaction, strong organizational skills and the ability to work independently or within a team to meet the operational needs in a single or twin arena facility.

The arena attendant will be challenged for the arena environment on the ability to prioritize work and knowledge and experience in all aspects of arena/facility operation will be required.

Performance is monitored by a supervisor to ensure that service levels are met and that job tasks meet set standards of the City.

TYPICAL DUTIES *

Ensure quality ice resurfacing to accommodate various activities hockey, figure skating and public skate; by installing, removing, marking and maintaining the ice surface. As well as being responsible for the operation and care of the ice resurfacing equipment and monitoring the operation of the refrigeration systems.

Provide quality customer service to a wide variety of arena facility users by managing ice bookings, answering questions, providing assistance with concerns and directing the customers to the correct person.

Monitor rink and room bookings to ensure clients with reserved ice time and facility rooms adhere to the confirmed times.

Monitor the actions of groups and individuals using the arena facilities, i.e. public awareness of by-laws and regulations.

Plan, prioritize and organize tasks to meet daily operational needs of the facility.

Perform custodial duties, general maintenance and repair tasks throughout the facility.

Ensure all procedures identified in the Arenas Operations Manual are followed.

Keep the Supervisor informed of issues affecting departmental operations.

Maintain simple records such as but not limited to facility use, maintenance schedules, facility concerns, supplies needed and other reports as directed by supervisor.

Maintain and ensure safe work practices must be observed for all tasks.

Perform related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Develop and maintain a working knowledge of standard methods, materials, tools and equipment used in ice resurfacing and building maintenance.

Develop and maintain a working knowledge of safety precautions and hazards involved with the work assigned.

Provide strong customer service and interpersonal communication skills both verbally and written.

Demonstrate the ability to work in an independent capacity and/or group environment.

Ability to perform manual labour for extended periods of time.

Ability to communicate by understanding verbal and written instructions from supervisor and colleagues, along with communicating in a professional manner.

Ability to maintain simple records.

Physically able to perform the work of the class.

TRAINING AND EXPERIENCE REQUIREMENTS

Completion of the twelfth school grade supplemented by one year of arena operations experience including operating equipment such as ice resurfaces, tractors, or other related equipment of similar size and complexity. An equivalent combination of training and experience will be considered.

Possession of a valid Class 5 Alberta Motor Vehicle Operator’s License.

Emergency First Aid, AED, and CPR.

Arena Operator Level 1 must be attained within one year of appointment.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	2018			
Grade	007			
Originated:	2007			