

TOWNSHIP OF LANARK HIGHLANDS

POSITION DESCRIPTION

POSITION DATA

Position Title: Arena Attendant, Temporary Part-Time

Reports To: Directly to Arena/Parks Manager
Indirectly to Clerk Administrator

Revised: August 2016

Note: This description reflects the key duties, responsibilities and qualifications but not necessarily all of the requirements of the position. It is subject to change with the approval of the Clerk Administrator.

POSITION SUMMARY

Perform general custodial duties, ice maintenance, customer service and program requirements as required for the operation and maintenance of the Lanark & District Community Centre.

KEY ACTIVITIES

1. Maintain washrooms, dressing rooms and common areas in a sanitary condition including cleaning, disinfecting, removing garbage/recycle and replenishing supplies of amenities such as toilet paper and soap.
2. Perform general caretaking duties such as sweeping, mopping, garbage/recycle collection inside & outside of building, operating power cleaning equipment, cleaning glass/windows, clearing the building entrance way and emergency exits of snow and ice as required, etc.
3. Maintain ice conditions.
4. Operate Zamboni and perform minor maintenance such as checking fluid/propane levels.
5. Perform light maintenance duties such as changing light bulbs, painting, etc.
6. Operate admissions booth and provide good customer service.
7. Operate the skate sharpening machine as required.
8. Perform ice patrolling duties as required.
9. Work in accordance with the Township of Lanark Highlands Health & Safety Policy

and the Ontario Occupational Health & Safety Act.

10. May perform some heavy lifting with occasional exposure to hazardous conditions and may be required to operate equipment (ex. Lifting heavy boxes, shovelling, etc.)
11. Ensure facility users act appropriately and report problems to supervisor as required.
12. Performs other related duties as assigned.

FACTOR DESCRIPTION

1. Knowledge

- Ability to deal with the public, various agencies and internal staff in a pleasant, positive, professional manner
- Excellent communication skills, team oriented
- Strong time management and organizational skills
- Ability to take initiative
- Punctual and reliable
- Team oriented

2. Experience

- Experience in key activities an asset.
- Basic literacy and willingness to learn.
- Basic reading, writing and oral English skills. Able to understand and follow simple oral and written instructions. Able to complete forms and records relevant to the job. Able to read, record and comprehend mechanical gauges related to facility equipment.
- Good interpersonal skills. Neat in appearance and work habits. Wears appropriate safety equipment.

3. Complexity/Problem Solving

Determines work priorities. Attempts to deal with complaints but difficult problems or complaints are referred to the appropriate staff member.

4. Mental Effort

Mental effort is required for the entire day to remember priorities and to maintain composure when dealing with interruptions and various moods and needs of

customers.

Mental effort is required on tasks when operating tools and equipment.

5. Physical Effort

Physically fit and able to stretch, lift and move heavy items (80lbs), stand, bend and walk for extended periods of time.

6. Impact of Decisions

Failure to operate equipment properly may impact the safety of the employee or other employees or customers.

Errors may cause damage to equipment or property.

7. Financial Authority

Receives and processes payments for Arena (i.e. admission fees);

8. Supervision

N/A

9. Policies and Procedures

Follows the policies and procedures of the Township.

10. Contacts – Interpersonal Skills

Internal Contacts: Arena/Parks Manager
Clerk Administrator
Mayor
All Township Staff

External Contacts: General Public
Suppliers and Contractors

11. Work Environment

The duties of the position are performed primarily in the inside of the arena. May be exposed to low temperatures or extreme weather conditions during the winter while performing tasks and can seek relief or shelter to limit the level of exposure.

Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers - as legislated under the Ontario Occupational Health and Safety Act.

13. Working Conditions and Pressure

- Deals with public complaints, refers contentious issues to supervisor
- Must deal with the stress of frequent interruptions while maintaining a pleasant and calm manner.
- Must safely operate tools and equipment for extended periods.

Work hours vary based on the business hours and operation of the Arena.