



DISTRICT OF CLEARWATER Job Description

Job Title	Junior Arena Attendant	Department	Operations and Infrastructure
Reports To	Supervisory of Facilities, Parks, and Arena	Job Classification	☐ Exempt ☒ Non-Exempt (Union)
Pay Band/Grid	\$	Job Grouping	Facilities, Parks, and Arena
FTE Designation	(Casual - Seasonal)	Job Description Status	☐ New ☒ Revision
Benefits	1. Health & Wellness ☐ Extended Health ☐ Dental ☐ Sick Leave ☐ LTD ☐ EAP ☐ AD&D ☐ Health Spending Account ☐ Personal Life & Dependent Life Insurance 2. Pension Plan Options ☐ Define Benefit Pension Plan ☐ Define Contribution Pension Plan (RRSP) ☒ Pay-in-Lieu of Benefits 3. Training and Professional Development ☒ Professional and Technical Certificate Renewal ☒ Tuition Reimbursement ☒ Training and Development Programs		
Supervision	☒ No, this position does not have direct reports. ☐ Yes, this position supervises:		
Job Purpose	Reporting to the Manager of Facilities, Parks, and Arena through the Supervisor of Facilities, Parks, and Arena, the Junior Arena Attendant is responsible for providing support and assistance in the day-to-day operations of the North Thompson Sportsplex. The primary focus of this role will be to ensure the smooth functioning of the facilities during operating hours, provide excellent customer service to users and user groups, and maintain a clean and safe environment for all.		
Responsibilities	1. Facility Operations: open and close the arena facility according to the scheduled activities and events while ensuring all necessary equipment, systems, and facilities are operating properly. 2. Customer Service: provide friendly, engaging, and courteous customer service to arena users, including participants, spectators, and event organizers. Assist with inquiries, address concerns, and provide information about facility services and policies. 3. Safety and Security: actively monitor building systems, and the facilities to maintain a safe and secured environment. Enforce facility and safety rules and regulations, respond to emergencies or incidents, and follow established procedures for reporting and addressing safety concerns.		

	4. Complete and submit daily, incident or other reports to the Supervisor and/or Manager for review. 5. Equipment Setup and Maintenance: setup and dismantle equipment such as hockey boards, goals, benches, scoreboards, and other equipment according to scheduled activities and events. 6. Assist the Lead Operator for the purposes of operating the Ice-Making Plant at the North Thompson Sportsplex. Help install, maintain, and remove ice for skating/hockey, and curling seasonally as well as leading the annual start up and shut down of the arena. 7. Safety and Compliance: ensure compliance with relevant policies, procedures, guidelines, or regulations pertaining to safety and accessibility for all facilities. 8. Provide exceptional customer service to facility users, addressing concerns, inquiries, and requests in a timely and professional manner while maintaining positive relationships with community groups, organizations, and stakeholders. This includes ensuring appropriate insurance and facility use agreements are in place. 9. Work with the Recreation, Culture, and Events Department Head to coordinate various programs, events, and activities within the arena. This includes setup/breakdown/room booking/cleanup. 10. Clean and maintain the arena facilities including locker rooms, rest rooms, common areas, and spectator seating areas. Conduct regular inspections to identify maintenance or cleanliness issues and promptly address them. 11. Ensure fees collected from facility operations are accurately counted and remitted. 12. Proactively seeks ways to initiate continuous improvements to the role. 13. Complete other related duties as assigned.			
Education & Certifications	• Completion of grade 12 education is required. • Completion of course work or certificate in facilities operations would be an asset. • Arena Ice Maker certification required. • First Aid CPR-C & AED Certificate			
Experience and Skills	• Minimum of two (2) years experience working in a fast-paced front-line role. • Possess of a minimum of Class 5 Driver's license with a driving history satisfactory to the District. • Able to correctly read, interpret, and apply information from CAD and other technical drawings.			
Competencies	1. Facility Management/HVAC/Planning 2. Problem Solving/Triaging/Critical Thinking 3. Arena Operations 4. Customer Service 5. Conflict Management & Dispute Resolution	☒ Low ☐ Low ☐ Low ☐ Low ☒ Low	☐ Med ☐ Med ☒ Med ☐ Med ☐ Med	☐ High ☒ High ☐ High ☒ High ☐ High
Work Environment	• Indoor and outdoor work environment in all weather conditions. • Hours will be subject to posted schedule and operational requirement. • May be called upon to support during an emergency. • A successful Police Information Check is contingent upon employment.			

REVIEW SIGNATURES			
Department Director		DATE	July 13, 23
CAO		DATE	July 13, 23

