

JOB DESCRIPTION & QUALIFICATION SPECIFICATIONS

POSITION:	Attendant (Winter) – Community Centre
REPORTS TO:	Manager of Community Centre, Parks & Facilities
EFFECTIVE DATE:	July 2026

General Accountability:

Under the general direction of the Manager and Lead Hand of Community Centre, Parks & Facilities or designate, the Community Centre Attendant is responsible for the maintenance, general upkeep and overall cleanliness and sanitation of the Community Centre and surrounding park area. This includes being responsible for providing quality customer service to a wide variety of facility patrons by assisting with ice bookings, Fitness Centre memberships answering questions and providing assistance with any concerns that may arise.

Specific Accountabilities:

This job requires the incumbent to be responsible for the thorough cleanliness and sanitation of all areas of the facility including lobbies, washrooms, hallways, meeting rooms, dressing rooms, spectator areas, Fitness Centre, and the outside perimeter of the building.

Specific duties include:

- Being responsible for moving hockey nets prior to ice resurfacing, ensuring that all entrances to the ice surface are closed during this procedure.
- Being responsible for assisting in the maintenance and general upkeep of the halls and facilities including, but not limited to, building hardware, bleachers, dressing rooms, washrooms and vandalism repair.
- Ensuring the proper disposal of garbage, refuse and recycling.
- Ensuring an adequate supply of appropriate cleaning materials.
- Making recommendations to the Manager of Community Centre, Parks & Facilities and Lead Hand with regards to repairs and maintenance.
- Responding positively and effectively to customer inquiries and concerns.
- Promoting good public relations giving the Township a positive public image through its recreational programming and services.

- Being responsible for providing skate sharpening service to the public.
- Being responsible for taking messages and communicating messages to receivers.
- Ensuring public safety at all times by following safety procedures and eliminating any hazards that may present themselves.
- Ensuring the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Compliance with all Township Policies and Procedures including but not limited to the Townships Workplace Violence and Harassment Policy.

Mental and Physical Effort:

The following may be required to perform the job:

- The ability to continually interact with the public in a courteous and professional manner.
- The ability to engage in work that is often repetitive.
- The ability to work in circumstances where there is a lack of privacy.
- The ability to engage in focused listening.
- The ability to stand and walk for prolonged periods of time.
- The ability to lift and handle materials of moderate weight.

Working Conditions:

The following may be required to perform the job:

- The ability to work in an environment with constant noise.
- The ability to withstand exposure to colder temperatures in the arena.
- The ability to handle moderate exposure to hazardous substances, and follow any safety guidelines that have been set forth.
- The ability to work productively despite frequent interruptions.

- The ability to perform multiple functions at any given time.
- The ability to work in a high profile setting with immediate exposure to the public.

Contacts:

Internal: Must interact with the Manager, Lead Hand and co-workers of the Community Centre for the purpose of obtaining and sharing information to complete work assignments.

External: Must interact with the general public in a courteous and professional manner, ensuring polite and tactful relations at all times.

Education, Background and Experience Required:

Incumbents are required to possess a minimum Grade 10 education. In addition, the following attributes are preferred.

- Valid Class G driver's licence or above is an asset.
- The ability to operate the ice resurfacer and various parks equipment.
- Excellent public relations skills and ability to communicate effectively with the public.
- The ability to perform general maintenance duties, i.e. carpentry, plumbing, mechanics, painting.
- Knowledge and understanding of the Global Workplace Hazardous Materials Information System (WHMIS), CPR and First Aid.
- Problem solving skills.
- Previous experience handling cash is an asset.
- Food Handlers course is an asset.
- Smart serve certificate is an asset.
- Training and Education related to facility operations, as available through the Ontario Recreation Facilities Association.

- Demonstrated ability to contribute to a team environment.
- Experience in arena and parks maintenance.
- Ability to understand verbal and written instruction.
- Strong initiative and good judgement.

The above descriptions reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position.

Incumbents(s) Approval

Approval Date

Supervisor's Approval

Approval Date