



JOB DESCRIPTION

MAINTENANCE 4 (ARENA ATTENDANT)

POSITION:	MAINTENANCE 4 (ARENA ATTENDANT)
DEPARTMENT:	RECREATION
REPORTS TO:	MULTI-PURPOSE FACILITY (MPF) COORDINATOR
SUPERVISES:	NONE
TYPE:	UNION

SUMMARY: Under the Direction of the Multi-Purpose Facility (MPF) Coordinator, the Arena Attendant is responsible for providing a safe, clean, professional and friendly environment to ensure that Arena patrons enjoy all aspects of their experience. The Arena Attendant is responsible for the operation and maintenance of the arena facility in the Town of Pincher Creek. This position will require rotational shift work in the arena facility during its normal hours of winter operation. This person will also be assisting with any other Public Works/Operations or Recreation Facility duties as required. Performance for this position is monitored by the MPF Coordinator and the Manager of Recreation Services to ensure that service levels are being met and that job tasks meet the set standards of the Town of Pincher Creek.

MAJOR RESPONSIBILITIES

1. Provide excellent public relations and delivery of customer service
 - Strong communication with patrons, program participants, parents, teams, etc.
 - Work with staff to define and present excellent customer service
 - Comply with Dress Code Policy to identify as Town of Pincher Creek arena staff
 - Take ownership and work to troubleshoot issues
 - Assist with emergent or unforeseen issues
2. Liaise with the MPF Coordinator and the Manager of Recreation Services on a regular basis to maintain adequate service levels.
3. As directed by the MPF and Manager of Recreation Services, to assume responsibility for the maintenance and operations of the arena
 - Advise the Manager of Recreation Services in the development of facility policies and procedures
 - Complete Daily Maintenance items as required
 - Communicate with the Coordinator of Facility Maintenance regarding any daily maintenance issues needing attention
 - Recommend maintenance to be undertaken during shutdown
 - Ensure that Arena, Dressing Rooms and regular maintenance duties are completed on a daily basis
 - Assist with set-up and take down during Special Events

- Perform ice tests
 - Complete daily ice maintenance duties as required
 - Complete daily inspections of Zamboni
 - Operate Zamboni in accordance with the manufacturer's specifications
 - Assist with blade changes and machinery maintenance as required
 - Ensure equipment is left in good and safe working order
4. Provide recommendations to the MPF Coordinator and the Manager of Recreation Services on the seasonal program schedules
 5. Shut down and start up of Arena
 - Ensure plant is in good working order
 - Contact appropriate company to complete start up and shut down requirements
 - Assist with the annual repair and maintenance procedures for equipment
 - Ensure all equipment used in start up and shut down is in good working order
 6. Ensure the safety of patrons and staff
 - Ensure public education and that safety rules in lobby, dressing rooms and bleachers are enforced
 - Ensure that all equipment used by patrons is inspected frequently for condition
 - Ensure a safe work environment and model safety to other employees
 - Ensure that PPE and arena safety equipment is available and in good working condition
 - Ensure the use of appropriate safety equipment and PPE when performing duties
 - Notify the Coordinator of Facility Maintenance or the Manager of Recreation Services immediately of any safety concerns
 - Ensure that staff follow Facility and Town Policies and safe work procedures
 - Have knowledge of the Town Safety Program
 - Report any incidents or breaches of safety and complete appropriate forms
 - Attend Town safety meetings and training
 7. Advise the MPF Coordinator of any inventory requirements
 8. Reporting
 - Maintain log books as required
 - Record facility maintenance in log books
 - Prepare and submit reports
 - Ensure attendance and statistics are recorded
 - Ensure all ice plant data is recorded on a daily basis
 9. Keep supervisor apprised immediately of any emergent matters
 10. Attend meetings as required

QUALIFICATIONS

- Over 18 years of age

- Grade 12 Diploma or equivalent
- Valid Class 5 Drivers License
- Experience in Arena Operations
- Arena Operators Certificate Level 1
- Refrigeration Ticket
- Safety Training
- Able to provide a criminal records check and vulnerable sectors check as per Town of Pincher Creek Risk Management Policy - Prevention of Abuse #143-05
- Professional demeanor under pressure and able to work in a fast-paced environment

ASSETS

- Arena Operator 2
- Building Operator/Maintenance or Custodial Care Courses

Employee Signature

Date

Director Signature