



TOWN OF STRATHMORE

Schedule A

JOB DESCRIPTION

JOB INFORMATION	
Position:	Casual Sports Centre Attendant
Reports To:	Strathmore Motor Products Sports Centre Manager
Position Type:	☐ Full Time Permanent (35 hours) ☐ Full Time Permanent (40 hours) ☒ Part Time Casual ☐ Part Time Permanent ☐ Full Time Limited Term (including FT Summer Students) ☐ Part Time Limited Term (including PT Summer Students)

JOB SUMMARY
The Casual Sports Centre Attendant reports directly to the Sports Centre Manager. This position requires working varying shifts, including early mornings, evenings, and weekends. This position provides outstanding customer service, opening and closing duties, ensuring the safety and security of the Strathmore Motor Products Sports Centre and its patrons, light equipment maintenance/cleaning, and the processing of memberships/drop-in admissions. The Attendant will also be required to assist with program delivery (score keeping, equipment set-up & take down, etc.)

ESSENTIAL FUNCTIONS
Description of the Function Customer Service: • Clear and tidy the field house at closing time • Effectively process payments for program registrations and drop-in admissions • Assist with daily financial monitoring • Document all expenditures/revenues for efficiency and effectiveness • Provide recommendations for the purchasing of appropriate equipment • Maintain a strong customer-focused approach when responding to general customer inquiries and resolving any schedule conflicts Attending: • Maintain the schedule of programs and leagues by performing effective program transitions • Set-up/take-down Sports Centre equipment for regular rentals and special events • Lead small groups in activities, as required • Lead children ages 4-12, as required for programs • Provide support for special events, as required Safety: • Participate in the Town's Health & Safety Program and follow all workplace procedures • Work in compliance with the Occupational Health and Safety Act, plus other applicable codes • Monitor the safety of all activities and programs and respond to any safety concerns

COMPETENCIES AND BEHAVIOURS

- Sense of initiative, attention to detail, ability to manage multiple priorities & meet deadlines
- Good interpersonal, customer service, and public relations skills
- Must be able to read, write, and verbally communicate effectively with public and staff
- Ability to work in teams and independently
- Must be able to troubleshoot and solve problems in the best interest of the Town
- Ability to perform general labour, lift/move sports equipment, including soccer/lacrosse nets, volleyball nets, etc., as required. (Lifting up to 50lbs)
- Act as an ambassador for the Community and Protective Service department and the Town of Strathmore

REQUIREMENTS, EXPERIENCE AND EDUCATION

- Exceptional customer service skills
- Minimum Grade 12 education or equivalent
- Direct work experience in field or equivalent experience in related field is an asset
- Valid First Aid and CPR certification
- Consent to disclosure of a Criminal Record Check

WORKING CONDITIONS

- Work shifts during the week, including evening and weekend work as required
- This position requires standing, sitting, and walking for long periods of time, lifting- up to 50lbs, and climbing

Manager Approval:

_____	_____	_____
Name	Signature	Date

Employee Acceptance:

_____	_____	_____
Name	Signature	Date

Submit signed copy to HR for filing