



Position Synopsis and Purpose
(a position overview and how it connects to the big picture)

Under the general guidance and direction of the Recreation Programmer, and reporting to the Recreation Supervisor, the Senior Skate Attendant (PT) position is responsible for monitoring and overseeing skating drop in programs located at the City of Barrie's ice rink locations. Specifically, this position oversees the activities of skaters and monitors ice conditions. Additionally, this position provides guidance and direction to Skate Attendants. Overall, this position plays an integral role in the delivery of recreation skating programs and ensuring the safety and well-being of all program participants.



Major Responsibilities
(what this position does and how they allocate their time)

Description	Approximate Time Spent (%)
<p>Skating Program Support and Leadership</p> <ul style="list-style-type: none"> • Patrols the ice rink by actively skating amongst participants. • Monitors the activities of skaters, performs facility scans and enforces safety policies and procedures. • Monitors ice conditions and notifies the Recreation Facilities Team of any issues or concerns. • Provides guidance and instruction to the Skate Attendant (PT) in the completion of tasks. • Responds to escalated and/or more complex situations, questions, inquiries and/or complaints and further escalates to the Recreation Programmer, when required. • Acts as the point person in case of emergency situations. 	<p>85%</p>
<p>Customer Service and Administration</p> <ul style="list-style-type: none"> • Collects cash payments from customers, when required. • Completes reconciliation of petty cash, when required. • Responds to and/or redirects inquiries, questions and complaints from skaters and the general public regarding skating/recreation programs, services and events. • Responds to and/or assists with on-site emergencies, incidents and accidents, which may involve the provision of Standard First Aid, CPR, the use of an Automated External Defibrillator (AED) and/or the completion of an accident/incident report, when required. • Performs other duties as assigned or as required in accordance with branch, departmental, divisional and/or corporate objectives. 	<p>15%</p>

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures, and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Required Training

(description of training required in order to perform the major responsibilities)

- Corporate Orientation Training
- Corporate Health and Safety Training
- Recreation Services Departmental Orientation Training
- Standard First Aid, CPR Level C, and Automated External Defibrillator (AED) Certifications

*Attends training, workshops and seminars as appropriate and as required



Minimum Qualifications

(absolutely cannot do without)

Education (degree/diploma/certifications)

- HIGH FIVE® Principles of Healthy Child Development Certificate from HIGH FIVE® National within three (3) months of hire
- Standard First Aid, CPR Level C and Automated External Defibrillator (AED) Certifications
- Satisfactory Criminal Record and Vulnerable Sector Checks

Experience

- One (1) year of cumulative part-time experience or six (6) months of full-time experience performing duties related to the above mentioned major responsibilities

Knowledge/Skill/Ability

- Demonstrated ability to maintain a high standard of public relations at all times
- Demonstrated ability to perform in a manner which is consistent with corporate goals, vision, mission and values
- Demonstrated ability to resolve issues in a diplomatic and professional manner
- Demonstrated ability to exercise discretion and judgment when handling confidential, sensitive, and/or controversial information
- Demonstrated ability to work independently with minimal supervision
- Basic oral and written communication, interpersonal and customer service skills
- Availability to work evenings, weekends and/or holidays, as required



Preferred Qualifications

(the ideal candidate)

Education (degree/diploma/certifications)

- Secondary School Diploma

Experience

- One (1) year of cumulative part-time experience or six (6) months of full-time experience performing duties related to the above mentioned major responsibilities in a municipal recreation environment

Knowledge/Skill/Ability

- Refer to “Minimum Qualifications”



Work Setting

(description of the work environment and nature of people interactions)

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
Skaters	Constant	Receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; monitors the safety of skaters; notifies skaters of hazards/unsafe behaviours; provides information regarding recreation programs and related matters; collaborates to problem solve; gathers and/or distributes information
Skate Attendant	Frequent	Collaborates in the delivery of skating drop in programs; provides advice, guidance and instruction regarding the completion of tasks; collaborates to problem solve; gathers and/or distributes information; responds to inquiries and questions
Recreation Programmer	Regular	Receives advice, guidance and instruction regarding the completion of tasks; receives functional advice, guidance and/or explanations regarding recreation skating programs and related matters; collaborates to problem solve; gathers and/or distributes information; receives required training; responds to inquiries and questions
Recreation Facilities Staff	Regular	Collaborates on department work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Client Services Staff	Regular	Collaborates on department work initiatives; exchanges and explains information; gathers

Contact	Frequency	Nature of Interaction
		and/or distributes information; responds to inquiries and questions
General Public	Occasional	Receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; provides information regarding recreation programs; collaborates to problem solve; gathers and/or distributes information
Recreation Supervisor	Occasional	Receives guidance, direction, support and supervision, which includes performance management, discipline and recognition of achievements; receives functional advice, guidance and/or explanations regarding recreation skating programs and related matters; gathers and/or distributes information; receives required training; responds to inquiries and questions

Work Conditions

- This position works in an indoor/outdoor ice-rink environment which involves exposure to cold and noise
- This position requires the following physical effort:
 - Constant skating
 - Occasional stooping, kneeling, and/or crouching while on skates
- Interactions with contacts are generally courteous and collaborative, however can include occasional exposure to rudeness/profanity
- Normal hours of work are up to and including 24 hours per week with a varying schedule to support business demand



Corporate Values (operating principles that guide all staff conduct)

Strive

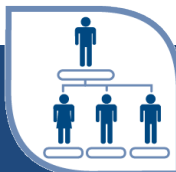
- To exceed customer expectations
- To continually improve the way we do business
- To find creative and innovative solutions
- To stay relevant

Share

- Information
- Resources
- Ideas
- Workload
- Expertise

Care

- About our customers
- About each other
- About the quality of our work
- About keeping our commitments
- About the community



Position Classification (where this position fits)

Position Title: Senior Skate Attendant (PT)	Division: Community and Corporate Services
---	--

Department: Recreation Services	Classification: Non-union (Part-time)
Branch: Recreation	Reports to (Direct): Recreation Supervisor
Position Supervised Directly: N/A	Positions Supervised Indirectly: Skate Attendant (PT)
Effective Date: August 8, 2016	Revision Date: N/A
Equivalency Code: N/A	Hours per Week: Up to and including 24