



**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 Skate Attendant (PT) position is responsible for monitoring 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. 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><b>Skating Program Support</b></p> <ul style="list-style-type: none"> <li>• Patrols the ice rink by actively skating amongst participants.</li> <li>• Monitors the activities of skaters, performs facility scans and enforces safety policies and procedures.</li> <li>• Monitors ice conditions and notifies the Senior Skate Attendant and/or Recreation Facilities Team of any issues or concerns.</li> </ul>	<p>90%</p>
<p><b>Customer Service and Administration</b></p> <ul style="list-style-type: none"> <li>• Responds to and/or redirects inquiries, questions and complaints from skaters and the general public regarding skating/recreation programs, services and events.</li> <li>• 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.</li> <li>• Performs other duties as assigned or as required in accordance with branch, departmental, divisional and/or corporate objectives.</li> </ul>	<p>10%</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

- Demonstrated skating experience in a recreational or organized sport environment

### Knowledge/Skill/Ability

- Demonstrated skating ability including the ability to skate for extended periods of time
- 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 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)

- Refer to “Minimum Qualifications”

### Experience

- Three (3) months of cumulative part-time experience performing duties related to the above mentioned major responsibilities

### Knowledge/Skill/Ability

- Refer to “Minimum Qualifications”



## Work Setting (description of the work environment and nature of people interactions)

## Contacts

Frequency Legend	
<b>Constant</b> – every day for most of the day	<b>Occasional</b> – bi-weekly to monthly
<b>Frequent</b> – daily	<b>Rare</b> – once in a while
<b>Regular</b> – 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
Senior Skate Attendant	Frequent	Collaborates in the delivery of skating drop in programs; receives 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 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;

Contact	Frequency	Nature of Interaction
		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

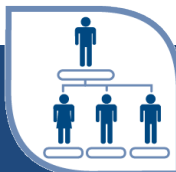
- To exceed customer expectations
- To continually improve the way we do business
- To find creative and innovative solutions
- To stay relevant

#### 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)

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