



Lake Bonavista Community Association

Position Title: Arena and Facility Attendant

Term and Hours of Work: Full-Time and Part-Time Seasonal. including evenings and weekends from Monday – Sunday

Reports to: Operations Manager

Company Overview:

The Lake Bonavista Community Association is governed by a volunteer Board of Directors and managed and operated by staff and volunteers. The Arena and Facility Attendant is responsible for a wide range of tasks related to the operation and maintenance of the Lake Bonavista Community recreation centre. The facility includes two sheets of ice, gymnasium, fitness studio, multi-purpose room, Bonavista room, and other office spaces. Key responsibilities include ensuring a positive customer experience, ice maintenance using the Olympia ice re-surfacer and maintaining a safe and clean facility for all user groups.

This position may require day, evening or weekend shifts depending on need and availability. A valid driver's license, criminal and vulnerable sector record check, and First Aid/AED/CPR certificate are required. WHMIS training an asset.

Skills and Experience

- Previous Arena experience and/or RFP Arena Operator Level 1 an asset
- Valid Alberta Class 5 Driver's License with no more than 6 demerits points
- Motivated, ambitious and able to work independently
- Ability to communicate and work as a team member
- First Aid/AED/CPR/WHMIS Certificate required
- High School Diploma or GED
- Criminal Record and Vulnerable sector check will be required

Responsibilities

- Provide exceptional customer service to all user groups and guests of the Lake Bonavista Community Association while ensuring users and guests follow the rules and regulations of facility
- Ensure the safety and security of the facility by complying with LBCA Policies and Procedures and reporting all incidents to Operations Manager and completing forms as required
- Maintain arena ice surface by operating the ice re-surfacer (Olympia), electric ice edger, other equipment to flood, shave, fill holes, measure ice thickness, and other systems as required
- Do basic maintenance for entire facility including all areas used by public and secure areas. This includes painting, minor repairs, and preventative maintenance etc.
- Complete general maintenance of outdoor property including grass, parking lots, sidewalk and entrances. This includes moving, trimming, leaf blowing, snow shoveling, ice removal, garbage removal and weeding.
- Perform janitorial work including operating floor machine, cleaning showers and washrooms, and ensuring high standards of cleanliness at all entrances, lobbies, and all public areas
- Respond to emergencies including evacuation alarms, medical emergencies and other safety issues

- Ensure cleanliness of rental spaces prior to and following rental use
- Opening and closing of the facility including walking around the facility ensuring the security of the facility
- Create positive experiences for user groups including opening doors for rentals in a timely fashion, ensuring dressing rooms are assigned accordingly, answering or redirecting inquiries about the facility, handling complaints and conflict resolution
- Be available for user groups by remaining on premises, in public view, and by facility cell phone as the contact person for all safety, security and facility concerns and needs
- Communicate with other facility and LBCA staff through the use of facility schedules, the arena log book, and contacting Operations manager with issues and information for other staff
- Liaise with contractors, delivery personal, and plant maintenance personal when on shift to give access to various facility areas and receive and confirm order deliveries etc.
- Assist in the preparation of events and programs including setting up and taking down of equipment, putting up event signage, blocking parking lots etc.
- Support and assist in community projects and events whenever possible supporting volunteerism and community engagement
- Suggest creative ideas that help encourage positive experiences for user groups, staff and volunteers
- Strong ability to multi task
- Perform various other duties as assigned

Working conditions include working on slippery surfaces, outdoor weather conditions in summer and winter, and can be physically demanding including heavy lifting, shoveling and sweeping.

You must also have:

- Must be available to work shifts and weekends
- Must be physically capable of performing required duties
- Must be capable of working in cold conditions, outdoors, in all winter weather conditions
- Must be familiar with the Occupational Health and Safety Act and the provisions that apply to this work
- Ability to communicate in English both orally and written

TO APPLY:

Please send resume with cover letter to operations@lakebonavistacommunity.com. We thank everyone for your applications. No phone calls please. **Closing date: August 30**

Lake Bonavista Community Association
 1401 Acadia Drive SE
 Calgary, AB T2C 4J6
www.lakebonavistacommunity.com