

# Arena Operator

## Why should you join our team?

YMCA Calgary is actively building healthy communities - Join us in creating a better Calgary  
YMCA Calgary opened its doors in 1902, since then we have evolved into a vibrant charitable organization where thousands of children, youth and adults access our programs and facilities. We are much more than a gym, pool, and recreational facility - we strive to adapt to community needs, and ensure that our programs and facilities can be accessed by all who need them. YMCA Calgary staff firmly believe that they are creating a positive impact in the community through their work at the Y. In our work we deliver health and wellness programs, community outreach, aboriginal programs, newcomer programs, day and overnight camping, outdoor schools, leadership development, childcare, and much more.

We serve diverse community needs through the Gray Family Eau Claire YMCA, Melcor YMCA at Crowfoot, Shawnessy YMCA, South Health Campus YMCA, Community YMCA, Saddletowne YMCA, Remington YMCA, Shane Homes YMCA, and Camp Chief Hector YMCA. The YMCA also operates a stand-alone childcare centre in Quarry Park to serve 348 children... and we are only just getting started. In partnership with the City of Calgary, we will expand our impact operating a new facility in Seton. These amazing new spaces will help us reach more people through our passionate volunteers, members, and staff.

At YMCA Calgary we are passionate about our work and know that we are creating a positive impact in the community. Our staff feel welcomed from the first day they start and quickly feel a sense of belonging here at the Y. If you are looking to care deeply about your work, make the community a better place, and develop your leadership skills this is the place for you!

Arena Operator  
Shane Homes YMCA  
Start Date: Immediate  
Salary: \$40,000 - 45,000/year

YMCA Calgary also offers multiple other perks and benefits:

- Complimentary YMCA Calgary membership plus including a linked membership for dependent children;
- Comprehensive health and dental benefits. Premiums paid in full by the Association;
- Pension plan with specified contribution matching by the Association
- Anniversary flex day and gifts given to celebrate each year of employment;
- Program discounts;
- Ongoing leadership development and opportunities;
- Leadership award opportunities;
- Scholarship opportunities;
- Paid recertification and training.

## What qualifications are we looking for?

At YMCA Calgary we strive to ensure our employees are a fit based on their strengths, interests, and future goals. The successful candidate will have the following;

- Graduate from a recognized college or university facility operations program (RFOM) preferred

- Proven leadership and teambuilding skills
- Two to four years' experience working in an Arena environment
- Two years' general labour/maintenance experience
- Good member service skills
- Arena Operations Level 1 and 2 Certification
- Safety in the Workplace certificate and/or experience
- Preventative maintenance experience
- Must have a valid drivers' license
- Physically fit and able to lift and move objects 50lbs or greater
- WHMIS Certification
- Police Security Check and Vulnerable Sector search mandatory
- Current First Aid and CPR mandatory
- Three professional references.

## What does this role look like at YMCA Calgary?

Reporting to the Arena Supervisor, the Arena Operator will:

- Operates the Olympia in a safe manner as per SOP's while completing scheduled floods
- Ensures quality ice resurfacing to accommodate various on ice activities by installing, removing, marking and maintaining the ice surface
- Checks ice-making equipment, machinery and supplies
- Monitors arenas to ensure rental clients adhere to the scheduled ice times and are acting appropriately within the arena dressing rooms
- Provides quality customer service to a wide variety of arena users by providing assistance with concerns and questions
- Assists with checking the condition of the boards, ice thickness, glass, netting and areas in the arena during weekly ice maintenance times and make repairs as necessary
- Assists with completion of regular ice maintenance checks prior to each operation of the ice edger and Olympia
- Participates in arena shutdowns and other facility shutdowns.
- Inventories and checks ice-making equipment, ice quality, machinery, supplies and general upkeep of the arena facilities
- Perform housekeeping duties throughout the Arena.
- Take mechanical readings as per Standard Operating Procedures.
- Monitors arena performance in observance with Occupational Health and Safety Standards
- Develops preventative measures to ensure optimal operation of the arena
- Works toward improving operations, decrease arena closure time, streamline work processes and work cooperatively with the Facility Rentals and Booking Coordinator and Programs staff to provide quality customer service
- Monitors ice quality and the general upkeep of the arena facilities to ensure they are maintained to a high quality standard
- Assist in the overall needs of the facility operations throughout the Facility, both inside the building and outside.

## What qualities do we look for in YMCA Calgary Staff and Volunteers?

Our staff model and are committed to the following competencies;  
 Developing Self and Others: Developing people with a view toward present and future capacity.  
 Building Purposeful Relationships: Relating to people authentically with their best in mind.

Creating a Culture of Community: Gathering people to purpose and vision.

Making Intentional Impact: Intending to make a difference every day.

Thinking and Acting Strategically: Applying thoughts, words, and actions in service to the vision.

Applying Business Acumen: Demonstrating excellence in technical skills and stewarding the YMCA Business Model.

Innovating: Ability to know your environment, initiate and respond effectively to changing conditions.

Interested? It's easy to apply!

Submit a resume and cover letter to our website

YMCA Calgary is an equal opportunity employer. Applicants must have legal authorization to work in Canada by way of Canadian Citizenship, Permanent Residency or a valid Canadian work permit.

YMCA Calgary is currently not engaged in international recruitment efforts as we are required to demonstrate that we have exhausted all means of recruitment both locally and nationally.

Potential candidates will only be contacted if selected for an interview.

For any concerns or questions please contact Kathryn Hunt, Manager, Recruitment and Development.

Kathryn.Hunt@calgary.ymca.ca