

ARENA OPERATOR I

EVENT DELIVERY & VENUE OPERATIONS

FULL-TIME and CASUAL

Since 1891, Westerner Park has been a place for Central Albertans to gather and celebrate community events. Westerner Park is both an agricultural society and registered not-for-profit with charitable status. Each year, Westerner Park generates more than \$150 million in economic activity, more than 1.5 million visitors come through our gates to celebrate over 1,500 unique events. From weddings and banquets, hockey games and agricultural shows to concerts and trades shows, we continue to be there as Central Albertans join to share their most memorable moments.

We pair first class facilities with down home service. We treat all our event organizers and guests with the same welcoming, approachable and trustworthy style that has defined our organization for the past 129 years. We enable and service other organizations to gather and celebrate their own purpose and cause.

We are an integral part of central Alberta. We take pride in the experiences we produce and the trade and commerce we facilitate. We support the rural and urban connection in Central Alberta, inspire youth, engage arts, culture and connect our community. Our collaborative spirit facilitates the growth and success of other non-profits and charities. We develop and apply strengths from volunteerism and partnerships for the betterment of our community.

SUMMARY

The Arena Operator I is a key member of the Westerner Park Venue Operations Team. Under the direction of the **Events Delivery & Venue Operations Manager (EDVO Manager) & the Arena Operator II, Arena Operator I** is responsible for planning daily and weekly workloads to achieve departmental and organization objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of Arena Operator II, Arena Operator I is responsible for:

- Ensuring the client and guest experiences are upheld to the highest standard
- Accountable for ensuring that all set-ups in the Centrium meet client and operational specification always ensuring safety
- Deliver prompt and efficient resolution and recovery of client and/or guest inquiries to improve overall experience and satisfaction
- General caretaking and daily cleaning duties including maintaining facilities to a high standard of cleanliness including dressing rooms, lower level, players and penalty boxes
- Perform minor building repairs and maintenance including maintenance of doors and frames, stairs to upper deck, rails, players boxes, yellow lines on steps and plywood floor on row 1
- Install and maintain arena ice including:
 - 2 hours of ice maintenance daily
 - Operating the Zamboni (Training provided)
 - Resurfacing the ice
 - Keeping records regarding ice thickness
 - Repair hockey boards
 - Replace glass as needed
 - Maintain ice plant daily
- Make new ice according to WHL standards and regulations

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- Provide appropriate ice for all other non WHL events such as figure skating
- Lead role in set up of concerts including stage set up, chairs, drape and operate a forklift
- Removal of rink glass with high attention to safety
- During off-season, role shifts to maintenance of all Westerner Park facilities
- Update signs
- Additional duties as required

Event Production Duties

- Responsible for the successful execution / setup of various year-round events including internal events, special events, trade shows, consumer shows, conventions, sporting events, concerts and other attractions, as per the Banquet Event Order, BEO.
- Understand client requests and work with the Supervisors / Client Services/ Managers to negotiate and solve problems, to maintain a high standard of service for the clients.
- Responsible for maintaining year-round events by keeping event areas, washrooms, public areas clean pre-event, during and post event.
- Responsible for the take down and cleanup of events in the rooms, pavilions, and outside areas the events were held in.
- Responsible for Agricultural events, setting up of steel panels, horse stalling panels, manure cleanup, operations of ground grooming equipment, tractors, skid steers.
- Able to work around a variety of livestock.
- Work cooperatively with all staff, suppliers, contractors, and volunteers to meet guest requirements.
- Responsible for opening/closing of all facilities, grounds as per daily needs and as per BEO's and supervisor instructions.

Maintenance / Buildings / Janitorial Duties

- Maintain show requirements i.e., temperature control, garbage removal, lighting, cleaning.
- Responsible for maintaining event areas, washrooms, public area cleaning during, pre and post events.
- Responsible for all janitorial duties, washrooms, entrances, rooms, pavilions etc.
- Light maintenance duties to include, Painting, minor wall repairs, fixing tables/chairs, minor carpet cleaning, window cleaning etc.
- Stock and clean janitorial rooms.

Maintenance / Grounds Duties

- Perform general maintenance of sidewalks and parking lots, by way of snow removal, salt spreading, ground sweeping, garbage picking and painting. Maintain an elevated level of presentation and safety in all areas.
- Care for established lawns by mowing, mulching, aerating, weeding, removing thatch, trimming and edging around flower beds, walks, and walls.
- Actively participate in the planting and maintenance of annuals, perennials, and shrub material.
- Provide proper upkeep of planters, memorial benches, Harvest Gardens, and the park in general.

Equipment Operation

- Operate machinery and equipment such as forklifts, skid steers, tractors, floor scrubbers, sanding

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equipment, street sweepers, man lifts, backpack snowblowers, mowers, chainsaws, electric clippers, water truck, pruning saws and power grass trimmers, as per training.

- Hand tools, as per training.
- Monitor all tools, equipment and machinery for needed maintenance, reporting any concerns as per training.
- Responsible for doing equipment checks, walk arounds and minor maintenance before and after operation of equipment as per training.

Safety Responsibilities

- Always maintain a clean and safe job site.
- Utilize required personal protective equipment.
- Follows all company security and safety policies and procedures.
- Follows all company equipment policies and procedures.
- Participates in safety meetings and training.

QUALIFICATIONS/SKILL REQUIREMENTS

Arena Operator I will have:

- Excellent customer service focuses on delivering guest and client experience
- Teamwork approach
- Arena Operators Certificate Level I
- Knowledge of ice maintenance and janitorial work an asset
- Must be able to communicate well and establish good public relations with patrons, concert promoters and user groups
- Valid First Aid, WHMIS is an asset
- Class 5 Drivers License
- Familiar with MSDS, Material Safety Data Sheets.
- Excellent oral and written communication skills.
- Basic computer knowledge, familiar with SharePoint, Excel, Word and Eventpro.
- Able to use computer skills to access schedules, SOP's (standard operating procedures), general inquiries, as well as fill in reports as needed.
- Proven ability to provide exceptional customer service.
- Manual labor for extended periods of time, including heavy lifting as required (up to 50 pounds).
- Ability to carry out tasks safely, demonstrated thoroughness, willingness and dependability in completing all aspects of the job.
- Knowledge and competency to work with Microsoft Office 365 and SharePoint Programs

WORKING CONDITIONS

- Manual labor for extended periods of time including heavy lifting as required (50-75 pounds)
- Weekend and Evening shifts will be required
- Ability to work shifts, which include weekends and evenings. Can include starting times as early as 6am to as late as 2:30 am or overnight as required by schedule.
- Ability to work outdoors in inclement weather.

AFFILIATIONS Member of Westerner Employee Association

RATE \$22.96 - \$26.02

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TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to HR@westernerpark.ca.

This job description is not intended to be all inclusive and successful incumbents may perform other related duties as requested to meet the ongoing needs of the organization.

Thank you for your interest in Westerner Park. We look forward to reviewing your application.

Important Message: We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until a successful applicant is found.