



JOB DESCRIPTION
Arena Assistant



POSITION TITLE:	ARENA ASSISTANT
DEPARTMENT:	PUBLIC WORKS DEPARTMENT
HOURS:	15-20 HOURS/WEEK
SALARY RANGE:	\$22.08/HOUR – \$23/HOUR
START DATE:	OCTOBER 15, 2024



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1. DESCRIPTION OF POSITION

In your role as Arena Assistant, you will be dedicated to fostering a sense of community within our arena by creating a space where families and individuals can come together to create everlasting memories.

By working with the Public Works team, supported by the Arena Operations Supervisor, and by listening to the needs of our community, we can make the arena a vibrant and welcoming place for everyone.

2. SCOPE OF POSITION

- a) Support the operations of the arena.
- b) Reporting to the Arena Operations Supervisor.

3. RESPONSIBILITIES

- a) Operate arena equipment i.e. Zamboni, skate sharpener, conduct daily logs, circle checks, etc.;
- b) Respond to medical emergencies, therefore must have knowledge of First Aid;
- c) Maintain arena equipment i.e. Zamboni, skate sharpener, shaving blade, ice edger, clock and plant;
- d) Support the maintenance of the ice surface;
- e) Support the preparation of the arena and help maintain the schedule for the year;
- f) Support the cleaning and upkeep of all areas within the arena (lobby, washrooms, changerooms, upstairs bar area, etc.);
- g) Notify the Arena Operations Supervisor of inventory needs and to order supplies;
- h) Support the startup with contractors of arena i.e. Installation of ice surface and lines, ensuring power is turned on to plant and lights, cleaning;
- i) Support the shut down of arena with contractors i.e. Removal of ice surface, turning off power, cleaning;
- j) Other duties as assigned.



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4. WORKING CONDITIONS

- a) Work is subject to physical hazard, is subject to stress and interruptions on evenings and weekends. Exposure to public complaints. Peak periods i.e. hockey tournaments.
- b) Variable hours of work: as per regular arena schedule plus additional hours for tournaments, etc.

5. WORKING RELATIONSHIPS

i) WITH ARENA OPERATIONS SUPERVISOR AND PUBLIC WORKS MANAGER

- a) Discuss policy issues;
- b) Provide information on activities and operational changes;
- c) Provide input for policy decisions;
- d) Submit information and obtain approval for operational changes.

ii) WITH THE PUBLIC

- a) Provide information regarding activities and daily operations of the arena;
- b) Interact with public in a positive and friendly manner to maintain good public relations;
- c) Acts as an ambassador for the Town, provides a high level of customer service.

6. KNOWLEDGE AND SKILL

- a) Thorough understanding of arena's daily operating schedule;
- b) Ability to operate arena equipment i.e. skate sharpener, zamboni;
- c) Small mechanics and technical capability;
- d) Ability to respond quickly to public inquiries, complaints;
- e) Ability to respond to medical emergencies;
- f) Good communication and public relations skills.



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7. IMPACT OF ERROR

- a) Errors in scheduling can result in loss of time and revenues and complaints from the public;
- b) Errors in proper maintenance of equipment can result in operational down time and reduced levels of customer service;
- c) Errors in proper maintenance of plant can result in:
 - Operational downtime;
 - Poor customer service;
 - Injury or death resulting when level of toxins are reached.