

CORPORATION OF THE TOWN OF BLIND RIVER

JOB TITLE: FACILITY ATTENDANT

REPORTS TO: FACILITY & RECREATION MANAGER

PURPOSE OF POSITION: To provide support for the operation of the
Municipal Facilities

Job Summary

Primary responsibilities of a Facility Attendant are to monitor and facilitate the daily operations of the Town of Blind River's recreation facilities.

Under general supervision, assists in the operation of recreation facilities and in the maintenance of buildings and equipment. Monitors and controls the use of facilities by authorized individuals according to policy and procedure.

Under general supervision is responsible to the Department Manager; liaises daily with staff, receiving instructions regarding assigned duties; plans, executes daily schedule within authorized policy and procedure; work is monitored for compliance.

Develops and maintains cooperative working relationships with staff, public and other authorized users of the facilities.

In addition, with the emphasis on customer service, we are responsible to provide superior customer service to staff, the general public and the community. Our customers look to us as the primary source of information and customer service regarding program registration, facility usage, equipment, bookings, rentals, membership, intramural information, and special events.

Responsibilities

- Handle transactions with customers, including cash transactions
- Balance cash drawers at the beginning and end of shifts
- Resolve customer complaints, guide them and provide relevant information
- Greet guests when entering or leaving facilities
- Maintain clean and tidy checkout areas, ensure sales area meets cleanliness standards
- Ensure lobby floors are clean and safe for all users
- Complete regular inventory counts, record and report loss/overage of inventory
- Assist with taking calls for ice requests
- Pleasantly deal with customers to ensure satisfaction
- Ensure restrooms are clean
- Prepare and serve food
- Maintain APH cleanliness standards
- Assist with incident reporting
- Ensure main entrance is shoveled and slip-hazards minimized as weather conditions require
- Assist with janitorial needs in other Town operated facilities as required
- Other relevant tasks that ensure that recreation spaces are tidy and safe

Skills & Proficiencies

- Mathematical skills
- Interpersonal communication skills, both written and verbal
- Time management skills and the ability to work alone or in a group setting
- Telephone Etiquette
- Must be dependable and punctual
- Basic key boarding and data entry skills for customer service transactions
- Demonstrated customer service abilities in high volume (periodic) demanding environment
- Sufficient strength and stamina for constant mobility, bending, lifting (50 lbs) and reaching.
- Knowledge of sports and recreation facility and equipment needs
- Knowledge of computer programs, recreation management software, Microsoft Office and email programs
- Knowledge and application of equipment maintenance practices for maintenance, repair and cleaning
- Knowledge and application of building maintenance practices for maintenance, repair and cleaning

Experience

- Previous experience as a Facility Attendant or equivalent experience
- Previous sales experience is considered an asset
- Previous experience in property/facility maintenance is an asset

Education

- High School Diploma or equivalency
- Standard first aid
- Safe Food Handler Certificate (may be acquired prior to hire)
- Valid Class G driver's license and use of reliable transportation