

JOB DESCRIPTION

Special Project Casual – Evacuation Support

POSITION TITLE:	Evacuation Support – Special Project Casual
DEPARTMENT:	Community Services
REPORTS TO:	Director of Community Services
CLASSIFICATION:	Special Projects Casual
LEVEL	Pay Level 10
LOCATION:	Fort Smith Centennial Arena

Summary

Reporting to the Director of Community Services, the Evacuation Support member provides frontline support during emergency evacuation operations by assisting with the day-to-day operation of the evacuation centre. The position supports evacuees by providing a welcoming, safe, and clean environment while assisting with registration, distributing food and supplies, maintaining facility cleanliness, and providing general information to evacuees. This position may be required to work independently, including overnight shifts, and is a temporary, as-needed position activated only during emergency evacuation events.

Outline of Duties

1. Supports Evacuation Reception Centre Operations by:

- Greeting and assisting evacuees in a professional and respectful manner.
- Completing basic evacuee registration and intake procedures.
- Updating evacuee information and maintaining accurate records.
- Providing general information regarding the community, and available services
- Assisting with the distribution of meals, snacks, beverages, and other supplies to evacuees.

2. Maintains a Safe and Clean Environment by:

- Performing light janitorial duties, including cleaning common areas, washrooms, and high-touch surfaces.
- Restocking supplies as needed.
- Monitoring reception centre facilities and reporting maintenance or safety concerns.
- Assisting in maintaining a welcoming, organized, and safe environment for evacuees and staff.

3. Provides Overnight Monitoring and Security Support by:

- Conducting routine facility and security checks during assigned shifts.

JOB DESCRIPTION

Special Project Casual – Evacuation Support

- Monitoring access to the reception centre and reporting unusual activity or emergencies to the appropriate personnel.
- Responding appropriately to emergency situations in accordance with established procedures.

4. Performs other related duties as assigned.

Supervision

This position does not supervise other staff members.

Work Environment

- This position is activated on an as-needed basis during emergency evacuation events and employment is limited to the duration of the emergency response.
- Work is performed in the Fort Smith Centennial Arena and may involve long shifts, including evenings, nights, weekends, and statutory holidays.
- The incumbent may be required to work independently, including overnight shifts, while maintaining a safe and secure environment for evacuees.
- The position requires regular interaction with evacuees who may be experiencing stress, anxiety, or uncertainty. The incumbent must demonstrate professionalism, compassion, patience, and sound judgment.

Knowledge, Education and Experience

- Completion of Grade 10 or equivalent.
- Previous experience in customer service, hospitality, janitorial services, security, emergency response, social services, or a related field is considered an asset.
- Experience working with the public in a respectful and professional manner is an asset.
- Ability to maintain confidentiality and exercise sound judgment when interacting with evacuees.
- Ability to remain calm, adaptable, and professional in a fast-paced or emergency environment.
- Standard First Aid/CPR certification is considered an asset.
- Criminal record checks will be requested during the employment process
- Continued employment is conditional upon the results of a satisfactory criminal record check.

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Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

I agree that these duties reflect the requirements of the job.

Director of Community Services

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Senior Administrative Officer

Date