

JOB DESCRIPTION

Community Services Assistant I

POSITION TITLE:	Community Services Assistant I
POSITION NUMBER:	12035
DEPARTMENT:	Community Services
REPORTS TO:	Recreation and Special Events Coordinator
CLASSIFICATION:	Casual
LEVEL	Pay Level 12
LOCATION:	Fort Smith Community and Recreation Centre

Summary

Reporting to the Recreation and Special Events Coordinator, The Community Services Assistant I will be responsible for customer service including facilities booking, collecting and handling cash and producing daily cash out reports, collecting and generating user statistics, maintaining files and records, monitoring patrons and attendees, and ensuring that the facilities and equipment are clean and safe for use. Shift and weekend work are the norm.

Outline of Duties

1. Serves patrons of recreation facilities by:

- Processing bookings and memberships; using cash register and completing cashouts, etc.
- Understanding and (when necessary) implementing Emergency Operating Procedures.
- Opening and/or closing the Recreation Centre.
- Completing security checks, collecting statistical data or any paperwork outlined in daily schedules.
- Ensuring proper behavior on the part of program patrons.
- Enforcing the Town's Health and Safety policies where patrons are concerned.

2. Assists in the appearance and upkeep of the facilities by:

- Cleaning in and around the building of the recreation facilities as outlined in the appropriate schedules.
- Collects and disposes of waste and debris in and around the facility.
- Removing snow and debris from all exits as required.

3. Assists with events by:

- Assisting with set up and clean-up for special events (including National Aboriginal Day celebrations, Canada Day, Wood Buffalo Frolics, etc.)
- Assisting with the preparation and delivery of programs during special events.

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4. Liaises with Director, coworkers, etc. about maintenance and program delivery by:

- Assisting with the set up and breakdown of facilities and/or equipment and storage of equipment.
- Providing direction and assistance to patrons, instructing them on the rules and guidelines of proper participation in games and various recreational activities.
- Ensuring proper behavior on the part of program patrons.
- Responding quickly to potentially hazardous situations and accidents.

5. Performs other related duties as required.

Supervision

This position normally does not supervise other staff but may be required to help with peer training or support for fellow team members.

Contacts

- This position has regular contact with other Town staff, members of recreation interest groups and all sectors of the Fort Smith community.
- This position is also required to communicate regularly and effectively with all present patrons of the Community and Recreation Centre as well as all sectors of Fort Smith community who, after assessment of their recreation needs, could become regular users.

Work Environment

- Program staff are exposed to loud noise in a hectic environment where users are constantly coming and going, often with questions and requests for support. Conflicting demands for your attention will require patience and understanding.
- The incumbent must be in good health as the work may include exposure to extreme hot and cold weather conditions.
- The work may be physically strenuous and demanding. The ability to perform lifting, pulling, and managing equipment and objects will be required.
- Program staff may encounter challenging interpersonal situations with adults, youth and/or children. It may be your responsibility to resolve situations that require you to stay calm, apply active listening skills, and offer potential solutions.
- All program staff are expected to work on specific statutory holidays such as Canada Day, National Indigenous Peoples Day, and other days as specified.
- Shift, evening, weekend and statutory holiday work will be required.

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Knowledge, Education and Experience

- Completion of Grade 10 or equivalent.
- Previous customer service experience is required.
- First Aid and CPR certification would be an asset.
- Knowledge of the legislation and Town policies, procedures and by-laws impacting this job or willingness to learn.
- Candidates must provide a satisfactory criminal record check. Failure to provide a satisfactory check may deem you disqualified from the competition.

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.

Supervisor's Signature

Date

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