



Arena Operator – Part-Time Employment Opportunity

Community & Protective Services Department

Reporting to the Arena Manager, the Arena Operator is responsible for evening and weekend work, which includes operation of the ice re-surfacer, ice maintenance, general facility maintenance including janitorial functions, and providing high-quality customer service to facility users.

Essential Functions

- Perform general caretaking and janitorial functions in all areas of the facility including the exterior of the building, dressing rooms, washrooms, players benches, offices, second floor loft, storage rooms and all other common areas.
- Perform preventative maintenance and general repairs.
- Operate the ice resurfacing machine, providing a well-maintained ice surface for all users of the facility.
- Complete routine checks of the ice plant, HVAC systems and overall facility.
- Ensure all entrances and exits, including emergency exits are kept clear of snow and ice.
- Ensure the surface of the arena floor is kept clean and free of debris or hazards for spring and summer activities including lacrosse, roller hockey, roller skating, etc.
- Ensure cleanliness of rental spaces (meeting rooms, etc.) prior to and following the rental period.
- Provide quality and friendly customer service to facility users by answering questions, providing assistance as necessary and directing customers to the appropriate person to address concerns.
- Assist user groups with their preparation for special events as necessary (e.g. hockey tournaments, figure skating carnival, etc.), including set up and take down of tables, chairs, nets, etc.
- Monitor the actions of user groups and individuals to ensure their safety, the facility's well-being and adherence to rules, policies and other regulations.

Qualifications & Skills

EDUCATION AND EXPERIENCE

- Minimum age of 18 years
- Grade 12 education or equivalent (GED)
- Minimum of 2 years' experience in arenas is preferred, but willing to train
- Arena Operator Level 1 or Level 2 certification would be considered an asset
- Valid Class 5 drivers license with drivers abstract
- Current Standard First Aid, CPR and AED certification
- WHMIS 2015 certification

SKILLS AND ABILITIES

- Ability to effectively organize work and establish priorities
- Ability to follow written and oral directions effectively
- Ability to develop and deliver quality customer service is required
- Strong interpersonal skills

- Ability to operate a variety of equipment, hand tools and power tools
- Ability to maintain, troubleshoot and repair non-technical facility components
- Ability to work irregular hours including weekends and evenings
- Ability to work in varying temperatures and environmental conditions
- Strong communication skills, both verbally and written
- Effective and creative problem-solving skills are required
- Self-motivated and independent, comfortable working with minimal direction and as part of a team
- Good physical condition and able to perform heavy manual labour

Additional Information:

This is a part-time position working irregular hours on evenings and weekends.

Candidates must be able to perform physically demanding tasks and will be required to lift, bend and kneel.

The successful applicant will be required to provide a current Criminal Background Check (within 3 months), including Vulnerable Sector, and drivers abstract upon hire.

Next Steps:

Interested parties are invited to submit their resumes along with cover letter by **4:00 p.m. Friday September 13, 2024**, outlining their qualifications to:

Randy Copeland, Arena Supervisor
Town of Crossfield
Box 500, Crossfield, Alberta T0M 0S0
Email: randyc@crossfieldalberta.com

Please Note: All applicants must be legally entitled to live and work in Canada.

We thank all applicants for their interest in the Town of Crossfield; however, only those selected for an interview will be contacted.