

**JOB DESCRIPTION**  
**Arena Worker I**

**DEPARTMENT:** Community Services  
**REPORTS TO:** Director of Community Services  
**PREPARED BY:** Manager, Human Resources and Occupational Health & Safety  
**DATE PREPARED:** August 24, 2010      **REVISED:** August 23, 2021

**POSITION SUMMARY**

Perform a variety of maintenance and operational functions such as building maintenance and janitorial, operating ice resurface machine, ice making, refrigeration plant operation as per Technical Safety British Columbia (TSBC) certification.

**DUTIES AND FUNCTIONS**

**Program Development and Implementation**

- Building operation, maintenance and janitorial
- Refrigeration plant operation as per TSBC certification
- Ice resurface operation
- Ice making
- Boilers and sprinkler system monitoring
- Enforcement of arena regulations and policies

**Operations – Administration/Working Function**

- Perform building maintenance: preventative maintenance, required equipment checks, plumbing repairs such as new drain faucets, electrical such as new switches, ballasts, carpentry such as replacing wood floors, painting, replacing hinges, latches
- Perform janitorial functions such as sweeping, mopping, cleaning washrooms, glass, seal and wax floors, remove garbage
- Operate and maintain ice resurface machine preventative maintenance, change blade, cloth, squeegee, broom and impeller, operate machine to finish ice surface, ensure ice painting, lines, circles, logos are correct, ensure correct ice thickness and ice edges
- Perform refrigeration plant operation as per TSBC certification
- Assign dressing rooms to users, open and close concession stand, security check of building prior to closing, provide list of needed supplies and parts, ensure arena policies and regulations are adhered to such as use of foul language, drinking in stands, horseplay

**Customer Service/Communications**

- Provide high levels of customer service as the first contact to arena users, members of the public, handle enquiries and provide information and direction

**Risk Management/Health and Safety**

- Practice effective risk management, health and safety practices and procedures observing and reporting work site hazards
- Ensure proper daily inspection of facility, including documentation
- Deal with security issues

**Leadership and Supervisory**

- Participate as a team member ensuring high performance and service in the arena
- Supervise special events and clean-up functions

May be required to perform additional duties as assigned by supervisor


**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Develop and maintain effective workplace relationships
- Demonstrate Tact and Diplomacy
- Plan and organize daily work
- Make effective decisions
- Maintain professional and technical requirements for the position
- Ability to work independently, as required.

**QUALIFICATIONS, EDUCATION AND TRAINING**

- Education:
  - High School Graduation
- Certification:
  - Valid Class 5 BC Drivers License, Refrigeration Safety Awareness, Ice Facility Operator Certification or Power Engineering Class 5 with refrigeration
- Safety Certification and Other Licenses:
  - Level I First Aid
  - WHMIS
- Desirable Certification and Training:
  - CPR, Defibrillation
  - Ice making certificate
- Experience:
  - 2 years civic Building Maintenance or maintenance or an equivalent of education, training and experience
- Lesser qualified applicants may be considered if they have a demonstrated and proven combination of relevant training and experience.

APPROVED BY:

  
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Dianna Plouffe  
Chief Administrative Officer