

Position Title: Arena Attendant			
Reports to:	Manager of Recreation & Facilities	Last Revision Date:	September 2025
Department:	Recreation	Positions Supervised:	None
Position Status:	Part-time, seasonal	Pay Range:	2025 Wage Grid \$23.87- \$27.93 per hour
Overtime Status:	N/A		
Position Summary			
<p>Do you love working with people, have excellent customer service skills, an outgoing personality and a passion for recreation? We want to meet you! Reporting to the Manger of Recreation & Facilities, the seasonal, part time arena attendant will assist in the maintenance, cleaning and day-to-day operations at the Howick Community Centre. The successful candidate will perform indoor and outdoor cleaning and maintenance tasks for the Howick Community Centre, including the entrance, lobby, stands, washrooms, dressing rooms, meeting rooms, and common areas, keeping high touched areas clean & disinfected. This position will also assist with the maintenance of the ice including operation of the ice resurfacer, set-up meeting rooms for user functions, answer inquiries from the public and accept and process payments for programming activities.</p>			
Key Responsibilities			
<ul style="list-style-type: none"> • Ensure the facility entrance, lobby, washrooms, dressing rooms, stands and all meeting rooms and common areas are clean and disinfected regularly (sweeping, mopping, vacuuming, window cleaning, garbage collection and disposal etc.) • Greet members of the public in a courteous fashion. • Respond to all inquiries from patrons and direct them to the appropriate area of the facility. • Post accurate information for dressing room assignments and rental locations. • Process and accept payments for facility programming. • Assist in hall setups and takedowns for various rentals. • Ice resurfacing and/or flooding. • Make sure the facility is open and closed at the scheduled times. • Ensures all policies and procedures are being followed by patrons. • Supervise patrons during events, public skating and shinny hockey to ensure rental contract and rules are adhered to. • Assist staff with repairs and maintenance as required, reporting any defects to the Manager of Recreation and Facilities or designate. • Perform winter maintenance, including shoveling snow and salting around the arena entrances. • Provide exceptional customer service. <p>The above generally describes the duties involved with this position. However, municipal work is varied in nature and employees will be required to perform duties in addition to the above from time to time as directed by the Manager of Recreation and Facilities.</p>			
Knowledge & Experience			
<ul style="list-style-type: none"> • Minimum 16 years of age or older. • Current Standard First Aid and CPR-C Certification considered an asset, or willing to obtain. 			

- Self-motivated, positive, responsible and approachable.
- Ability to work with minimal supervision.
- Excellent time management skills, organized with attention to detail.
- Committed to quality customer service.
- Excellent interpersonal skills, mediation and conflict resolution.
- Must be available to work evenings and weekends.

Skills & Competencies

- Ability to work in a team environment, accept and follow verbal and written instructions, complete duties to an acceptable level of quality with minimal supervision and follow all health and safety policies and procedures.
- Work with the public in a service-oriented environment, courteously and effectively.
- Demonstrated excellent organization and time management skills with attention to detail.
- Knowledge and experience working in compliance with relevant legislation, including the Occupational Health and Safety Act, WHMIS 2015.

Hours of Work

This is a non-union position that works up to 25 hours per week. This position works a variety of day, evening and weekend shifts.