

Position Description

Rink Helper

Position Code:	119	Pay Band:	2
Department:	Parks, Recreation & Culture	Effective:	June 2015
Division:	Recreation Facilities	Revised:	January 2022, August 2019, August 2018
Reports To:	Supervisor, Recreation Facilities	Status:	Permanent Part-Time Non-Union (Student)
Direct Reports:	None	Indirect Reports:	None

Position Summary

Reporting to the Recreation Facilities Supervisor, Rink Helpers assist Facility Attendants with custodial functions, ensuring arena facilities are clean and safe for users, and respond to patron enquires in a welcoming and friendly manner. The main duties and responsibilities of the position are in the areas of cleaning and arena operations.

Duties and Responsibilities

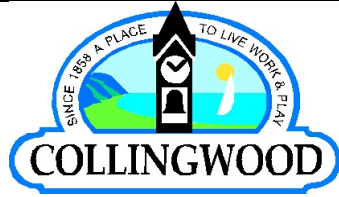
1. **Cleaning (70%):**
 - (a) Maintain and ensure a clean and safe arena facility, which includes: daily cleaning of washrooms, change rooms, meeting rooms and windows; sweeping and mopping floors; and, emptying and collecting garbage.
 - (b) Patrol facility to ensure a safe environment is maintained throughout; report any significant issues that they cannot address to the Facility Attendant.
 - (c) Notify Facility Attendant and/or Facility Operator when supplies are low.
2. **Arena Operations (30%):**
 - (a) Maintain current knowledge of scheduled activities and events.
 - (b) Assist Facility staff with maintenance of ice (e.g., shoveling, moving nets, etc.).
 - (c) Ensure Facility staff are notified of accidents and contact appropriate emergency services as required/directed.
 - (d) Assist with opening/closing duties, which includes removing snow from all entrances and exits and end of shift security checks.
 - (e) Assist during special events, including equipment and material setups and teardowns.
 - (f) Collect admission fees for public skating and participate in Skate Patrol.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g. safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Completion of a minimum of one (1) year of secondary education.
2. Appreciation for arena sports an asset.
3. Good communication, interpersonal, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.



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4. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment. Possess initiative and personal integrity.
5. Physically capable of performing the required functions of the position (e.g., standing, walking, skating, lifting, pushing, pulling), operating cleaning equipment, working in an arena environment, and wearing the applicable personal protective equipment.
6. Willing and available to work evenings, weekends and holidays.
7. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification.

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demand requires ability to bend, lift, mop, vacuum, sweep, and shovel. Physical demand requires considerable standing, moving and walking, and occasional lifting (e.g., mop bucket, snow shovelling). Moderate physical effort including walking, standing with some awkward positions. (85%) Heavy physical effort on an infrequent basis with various duties. Occasionally required to lift up to 22.7 kg/50 lbs. (15%)

Normal hours of work are ten (10) to fourteen (14) hours per week, on a rotating schedule which includes evenings, weekends, and holidays. Flexibility in scheduling is necessary as there will be the requirement to change shifts and/or work extra hours as needed.

Physical Environment: Primarily indoors environment typically within an enclosed arena facility. Constant exposure to cold temperatures, loud noises and ammonia/chemicals. Exposure to hazards including chemicals and cleaning supplies, dust and dirt resulting in minimal discomfort; potential exposure to biological hazards. Uses the following tools: vacuum, cleaning tools and supplies (e.g., mops, buckets, push broom), rubber gloves, leather gloves, steel toe boots, ice spikes, ear protection. (100%)

Sensory Attention: Limited sensory attention, using usually one sense at a time under normal use. (100%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (95%) Occasional exposure to dissatisfied patrons. (5%)

Contacts and Dimensions

Direct Reports:	0
Indirect Reports:	0
Total Employees Served:	0
Other Working Relationships:	Position communicates regularly with staff, Hockey Associations, Skating Clubs, user groups, the general public, special event clubs, contractors, and service organizations.
Budget:	n/a
Salary Budget:	n/a



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Review and Signatures

Employee Name (print): _____

Date: _____

Signature: _____

Supervisor Signature: _____

Date: _____

Manager/HR Signature: _____

Date: _____