

PROGRAM ATTENDANT II

Recreation Division

DEFINITION

Under the general direction of a Recreation Programmer or Program Technician, the Program Attendant II is responsible for facilitating recreational activities and ensuring the safety and enjoyment of participants in recreation programs. Attendants ensure that participants are acting in accordance to the facility rules and that the facility and equipment are in safe, working condition. Attendants may also participate in the activity and perform hosting duties.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

- Provides advice, information and assistance related to the activity and facility.
- Sets up the equipment required for the activity prior to the start of the session.
- Monitors the door to check if participants have paid for the activity.
- Keeps accurate attendance records.
- Initiates the play and organizes teams if necessary.
- Establishes a fair play atmosphere.
- Maintains a safe and clean work environment.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:

- Knowledge of the rules of the activity being played.
- Ability to give instruction in the specific activity area.
- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements):
 - Adaptability - willingness to be flexible in a changing work environment
 - Relationship Building - establishes and maintains respectful and cooperative working relationships.
 - Effective Communications - communicates effectively with others.
 - Problem Solving - recognizes and acts to resolve problems.
 - Customer Focus - provides excellent service to both internal and external customers.

REQUIREMENTS:

- Completion of Grade 10.
- One month experience in related activity.
- Certification related to the activity supervised.
- Satisfactory Criminal Record Check.
- Emergency First-aid and CPR C, as required.

STANDARDS:

- Support and uphold the established policies and objectives of the Municipality and the Division in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization.
- Adhere to all established municipal and departmental rules and regulations.
- Maintain the performance levels set by the Division in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with employees, management, Council and the public.
- Maintain regular communication with supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Shall not receive or solicit a subscription, gratuity, or fee for or in conjunction with any service or presumed service performed by him/her as an employee.