

POLICY MANUAL



TITLE: Personnel Policy-Schedule C
DATE: March 31, 2018
AUTHORITY: Director, Parks and Recreation
DEPARTMENT: Recreation

SCOPE OF WORK:

Reporting to the Director, Parks and Recreation, the Arena Programmer is responsible for coordinating the operation and management of the Fox Creek Multi-Use Arena and Fieldhouse. The Arena programmer aids in the overall operation of the arena and fieldhouse including, but not limited to the following duties: staffing, programming and safety.

DUTIES AND RESPONSIBILITIES

1. Staffing (40%)

- Training and development of facility staff insuring adherence to internal policies and procedures.
- Scheduling of facility staff to ensure target service levels are met or surpassed.
- Compliance with provincial regulations for training and certifications required for all positions.
- Maintain proper documentation of achieved certifications, promotions and renewal dates for staff.
- Guide and mentor staff to develop responsible, dependable, mature employees with a good work ethic.
- Developing a code of conduct appropriate for a family-oriented facility.
- Implementation and continued development of code of conduct.
- Manage and resolve recreation and facility personnel issues.
- Annual staff evaluations. (September of each year)
- Assist with hiring and terminations; following Employment Standards and Town Policy.
- Identify staff to obtain advanced training to promote longevity and increased responsibility.
- Provide direction through delegation to provide a safe and fun experience for all patrons.
- Create a program or utilize methods that showcases the Town of Fox Creek as an outstanding employer.

2. Programming (20% Arena / 15% Fieldhouse)

- Create programs and classes that are beneficial and desired by the community members.
- Scheduling of programs and classes to achieve maximum participation and facility usage.
- Coordinate court activities that are beneficial and desired by the community members.
- Coordinate programs with community partners i.e. school, minor sports assoc.
- Maintain consistent hours of operation and meet level of service targets.
- Manage filing system of patron information as directed by FOIP Standards and Town Policies.
- Ensure there is sufficiently trained staff available to run programs.
- Qualified and able to lead programs in times of staff illness or shortages.
- Advertise programs through approved methods.
- Develop seasonal programs well in advance of the next season.

3. Patron Safety and Facility Awareness (30%)

- Be knowledgeable in maintaining quality ice and operate plant at or above regulatory guidelines.
- Transfer above knowledge and maintain ongoing ice and plant operating training with staff.
- Keep current on provincial regulations pertaining to equipment, Workers Compensation and OH & S.
- Ensure staff are aware of workplace hazardous material information system (SDS) procedures.
- Provide staff appropriate Personal Protection Equipment PPE and confirm usage when necessary.
- Check chemical handling meets provincial safety regulations, keep SDS documents current.
- Keep toys, training aids and equipment in safe working order, replace as needed.
- Create procedures for facility cleaning and minor maintenance to be completed regularly by staff.
- Create a process that documents all cleaning and maintenance completed by staff.

4. Organizational (5%)

- Create a replacement plan and budget for toys, training aids and equipment.
- Proper utilization of staff, coordinate cross training for optimal coverage of both arena and fieldhouse.
- Track accident & incident reports, look for trends and areas of weakness.
- Regular reporting to Parks and Rec Director, ability to identify when to escalate required reporting.

PREFERRED KNOWLEDGE, ABILITIES, AND SKILLS:

- Degree in Recreation or other related discipline from a recognized post-secondary institution.
- Alternatively, a minimum 2 years directly related arena experience supplemented by qualified courses.
- Recreational Facility Personnel’s (RFP) Arena Operator II, Standard 1st Aid, Building Maintenance.
- Instructor Certifications, Park Operations, Coaching and Training. (all certifications must be current)
- Genuine interest in recreation in addition to universal knowledge of sports.
- Supervisory courses, practical experience, managerial training and coaching skills.
- Excellent interpersonal and organizational skills, supplemented by a great deal of patience.
- Above average knowledge of computer applications and typing skills.
- Ability to interact with community residents, and facility users in a helpful and respectful manner.
- Excellent written and verbal communication skills; experienced in writing and presenting reports.
- General knowledge of application legislation.
- A current and valid Class 5 Alberta driver’s license.

James Hailes
Mayor

Roy F.W. Dell
Chief Administrative Officer

I have read and understand the contents of this Job Description:

Arena Programmer

Date