

CITY OF KAMLOOPS – PROGRAM INSTRUCTOR SENIORS DROP- IN

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures, and perspectives. We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen.

We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambiance. This is Kamloops!

Let's Make Kamloops Shine! Join our team today.

Position Overview:

Program Attendants are responsible for ensuring a safe, welcoming, and well-organized environment during Seniors Drop-In programs. Duties include monitoring program spaces, supporting participant safety, providing excellent customer service, cash handling, and completing daily cash reports, as well as other related duties as required. Successful candidates must be comfortable with the consistent enforcement of program guidelines, responding appropriately to situations requiring staff intervention, and documenting incidents or accidents when necessary. Staff will be trained and are expected to be able to work in a variety of roles, including program monitoring and cashier duties. All positions report to the Active Living Coordinator.

Pay Rates:

Seniors Drop-In Staff: \$18.72

Hours: part-time, on-call

Days and Location:

Shifts are a minimum of 4 hours in length, scheduled well in advance and run Sundays, between the hours of 10:00am to 2:00pm. At the Heritage house.

The City of Kamloops thanks all applicants for their interest; however only those selected for an interview will be contacted.

Illustrative Examples of Work

- Check in and welcome drop-in attendees.
- Collect cash payments and process transactions for Seniors Drop-In programs.
- Create and submit cash deposits.
- Ensure participants follow program guidelines and City policies.
- Monitor program areas to support participant safety and well-being.
- Address and respond to participant questions, concerns, and complaints in a courteous and professional manner.

Required Skills, Abilities, and Knowledge

- Minimum of 16 years of age.
- Experience handling cash.
- Excellent customer service and communication skills.
- Knowledge of Microsoft Office (specifically MS Word and Excel) and ability to use email.
- Ability to work effectively in a team environment and demonstrate courtesy, tact, and diplomacy when dealing with co-workers, community organizations, and the public, or when representing the department or City.
- Comfort working independently with minimal direct supervision.

Required Licenses, Certificates, Etc.

- Police Information Check (Vulnerable Sector Check).
- Valid First Aid/CPR/AED certification.

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Deadline: As soon as possible / until positions are filled

Please submit your resume, cover letter, and three professional references to:
Lakhan Gill, Active Living Coordinator

lgill@kamloops.ca

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