

## Community and Culture Services Skate Attendant

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:**

Skate Attendants are tasked with on-ice patrol and safety intervention, providing patrons with appropriately sized skates, they are responsible for cash handling, daily cash reports, customer service and other related duties as required.

Successful candidates must be comfortable with regular and consistent enforcement of program rules, responding to any situations requiring staff intervention and documenting incidents and accidents. Term employees are also expected to establish and maintain good communications with City of Kamloops staff, the public, submit required documents upon request, as well as actively participate in staff meetings. Staff will be trained and are expected to be able to work as patrol, cashier, and skate rentals. All positions report to the Active Living Coordinator

### **Pay Rates:**

Skate Staff: \$18.72

Hours: part-time, on-call

### **Days and Location:**

Shifts are a minimum of 2.5 hours in length, scheduled well in advance and run 7 days a week, between the hours of 8:00am to 11:00pm.

Various Arenas

### **Illustrative Examples of Work**

- Check in preregistered participants.
- Take cash payment for public skates.
- Create online cash deposit.
- Ensure patrons follow rules and expectations of city skating programs.
- Be on ice patrolling for safety.
- Address and handle customer questions and complaints.

### **Required Skills, Abilities, and Knowledge**

- Minimum of 16 years of age
- Experience handling cash.
- Proficient and confident skater; must have own helmet and ice skates.
- Excellent customer service skills
- Knowledge of Microsoft Office (specifically MS word and Excel) and ability to use email.
- Ability to work in a team environment and to exercise courtesy, tact, and diplomacy when dealing with co-workers, community organizations, the public or when representing the department or City.
- Comfort working independently or without direct supervision.

### **Required Licenses, Certificates, Etc.**

- Police Information Check (vulnerable sector check).
- Valid First Aid/CPR/AED certification.

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

### **Deadline: As soon as possible/until positions filled**

Please submit your resume, cover letter, and three professional references to:  
Lakhan Gill, Active Living Coordinator  
[lgill@kamloops.ca](mailto:lgill@kamloops.ca)