

HAMPTON

JOB DESCRIPTION



Recreation Department

Part-Time Recreation Attendant (s)

Job Summary:

As a part-time Recreation Attendant, you will be the first point of contact for guests at our new Summit Centre. You will play a key role in providing exceptional customer service, managing front desk operations, and ensuring a welcoming and safe environment for all guests and staff. You will assist with daily operations, check-ins, facility scheduling, and general inquiries.

Duties and Responsibilities:

The Recreation Attendant is responsible for:

- Program Facilitation: Assist in leading and supervising recreational sports programs, encouraging participation, teamwork, and sportsmanship, including on the ice.
- Customer Service: Greet all guests with a friendly, positive attitude and high level of professionalism. Be available to answer incoming calls, emails, and inquiries regarding the facility and its amenities.
- Registration & Payments: Handle participant check-ins and facility rentals. Accurately processing payments using the facility's payment system.
- Safety Monitoring: Ensure the facility and all amenities are used safely and appropriately.
- Proactively identify and address any safety concerns.
- Participant Engagement: Encourage a fun and inclusive environment where all ages and skill levels feel welcome and involved.
- Team Support: Assist other staff and supervisors with various tasks as needed, including special events or community initiatives.
- Policy Adherence: Follow all health and safety protocols and recreation facility guidelines.
- Summer Markets: Manage the application process for summer markets throughout the year and attend and facilitate them during the summer market season.

Qualifications:

- High school diploma or equivalent
- Experience in a customer-facing role, preferably in sports or recreation
- Strong communication and interpersonal skills
- Proficiency in Microsoft Office
- Experience handling cash and POS (Point of Sale) machines
- Passion for sports, recreation, and promoting healthy living
- Comfortable working in a fast-paced, team-oriented environment
- Ability to work flexible hours, including early mornings, evenings, weekends, and holidays
- CPR/First Aid Certification
- A criminal record and vulnerable sector check may be required (18+)

Preferred Skills:

- Bilingual or multilingual abilities
- Experience working in a sports/recreation environment
- Familiarity with booking software
- Conflict resolution and de-escalation skills

Working Conditions:

- Location: Summit Centre (and occasionally Town Hall or the Mike Murphy Memorial Field House, as required)
- Reports To: Director of Recreation
- Hours: Part-time (including evenings and weekends)

THE ABOVE JOB DESCRIPTION REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE PRINCIPAL FUNCTIONS OF THE POSITION IDENTIFIED AND SHALL NOT BE CONSTRUED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERENT WITH THE POSITION.