

South Shore Fieldhouse Society
Recreation Facility Service Associate Job Description

A **Recreation Facility Service Associate** is responsible for assisting with the daily operations of HB Studios Sports Centre, ensuring a clean, safe, and welcoming environment for all users and tenants. The recreation facility service associate will provide exceptional customer service, maintain the facility, supporting other staff, and helping with various recreational programs and activities.

Job Title: Recreation Facility Service Associate

Location: HB Studios Sports Centre, 543 Glen Allan Drive

Reports to: Weekend Supervisor and Facility Manager

Job Type: Part Time

Position Overview:

The Recreation Facility Service Associate plays a key role in maintaining a clean, safe, and enjoyable environment for user groups and individuals using HB Studios Sports Centre. The Recreation Facility Service Associate involves performing a variety of tasks to ensure the facility operates smoothly, including providing customer service, maintaining facility cleanliness, and assisting with supervision of recreational programming and activities.

Key Responsibilities:

- **Customer Service:**
 - Greet users and community members upon entry and aids with facility inquiries, program registration, and general information.
 - Responds to questions, concerns, and complaints in a timely and professional manner.
 - Ensure a positive experience for all visitors by offering helpful advice and guidance.
- **Facility Maintenance:**
 - Regularly clean and maintain public areas including restrooms, locker rooms, and common spaces.
 - Ensure all equipment is in good working order and report any damages or safety hazards.
 - Assist in setting up and taking down spaces for recreational activities, events, or programs.

- **Program Support:**
 - Assist in the coordination and supervision of recreational programs and activities, such as birthday parties, and other recreational and social events.
 - Monitor and assist with facility usage to ensure that user groups are following all rules and guidelines.
 - **Safety & Security:**
 - On field supervision of all birthday parties. This includes monitoring of equipment and ensuring the safety of both participants and equipment.
 - Ensure the facility adheres to all safety guidelines, including emergency procedures.
 - Monitor facility for potential hazards and help maintain a safe environment for all guests.
 - Maintain knowledge of first aid and emergency procedures to aid if needed.
 - **Administrative Support:**
 - Assist with data entry for program registrations, customer accounts, and other administrative tasks as required.
 - Help manage facility schedules, invoice users, track equipment usage, and assist with inventory management.
 - **Team Collaboration:**
 - Work closely with other team members to ensure smooth daily operations.
 - Participate in staff meetings and training sessions to stay updated on new policies, procedures, or safety protocols.
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Qualifications:

- **Education & Experience:**
 - High school or equivalent
 - Previous experience in customer service or recreation facility operations is an asset but not necessary.
- **Skills & Abilities:**
 - Strong customer service and interpersonal skills.
 - Ability to handle multiple tasks and prioritize effectively in a fast-paced environment.
 - Basic knowledge of facility maintenance and recreational programming.
 - Ability to work independently and as part of a team.
 - First Aid and CPR certification (or willingness to obtain).
- **Physical Requirements:**
 - Ability to lift, push and/or pull and carry up to 50 lbs.
 - Comfortable standing or walking for extended periods.
 - Ability to assist in setting up and taking down recreational equipment for programs.

Additional Information:

- Work schedule will include evenings, weekends, and holidays depending on the facility's operating hours and event schedules.
- This is a part-time position

This role requires someone who is energetic, enthusiastic, friendly, detail-oriented, and dedicated to creating a welcoming environment for all visitors, user groups and tenants. If you're passionate about recreation and enjoy helping people, this may be the perfect job for you!