

POSITION TITLE: ICE PATROL – PUBLIC SKATE ATTENDANT

DEPARTMENT: COMMUNITY SERVICES

DIVISION: RECREATION & CULTURE

SECTION: SPORT & COMMUNITY DEVELOPMENT

GENERAL SUPERVISOR: COMMUNITY PROGRAM DEVELOPER

AFFILIATION: NON-AFFILIATED

GROUP: 1

POSITION SUMMARY: Under the general supervisor of the Community Program Developer and the technical direction and guidance of the Leadhand – Arenas & Stadia Operations, supervises and carries out duties needed for the safe operation of public skating.

MAJOR RESPONSIBILITIES:

1. Monitors the crowd to control profanity and other inappropriate behaviour; clears exits and clears the crowd when necessary e.g. to allow safe entry onto the ice by the ice re-surfacer.
2. Enforces all rules and regulations as set out by the general supervisor and City Policy.
3. Monitors doors and exits before, during, and after public skates.
4. Assists individuals during public skate by providing assistance and answering inquiries.
5. Assists and/or notifies police when necessary, informs Community Program Developer of any unusual incidents or accidents, and fills out the appropriate forms.
6. Deals with the public in a tactful and courteous manner.
7. Handles admission payments.
8. Records participant statistics.
9. Performs such other related duties as may be assigned.

QUALIFICATIONS:

- Must be 16 years of age and a competent skater
- Must possess a Standard First Aid Certificate with Level C CPR
- Must have cash handling experience
- Must be reliable and have the ability to deal with the Public in a courteous and tactful manner
- Must be capable of understanding instruction and have the ability to issue clear and understandable instructions

PREPARED BY: P. BURKE

APPROVED BY: L. MACPHAIL

EFFECTIVE DATE: AUGUST 24, 2000

SUPERSEDES DATE:

HOUSEKEEPING: OCTOBER 3, 2011

(REORG)

JULY 1, 2014 (REORG)

NOVEMBER 20, 2014

(REORG)

JULY 13, 2015 (REORG)

JUNE 11, 2018 (REORG)

DECEMBER 1, 2020

(REORG)

FOR HUMAN RESOURCES USE ONLY

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