



Job Description: Facility Attendant

Main Purpose & Function

The Facility Attendant is a pivotal role in providing exceptional customer support and ensuring smooth operations at the front desk. They participate in creating a safe and healthy workplace environment by keeping the facility clean, organized, and presentable. The Facility Attendant provides information to patrons such as registration procedures, events, schedules, rentals and fees, maintains customer records, processes minor clerical records, has excellent organizational skills, handles electronic debit/credit transactions, manages reservations, general cleaning and other administrative tasks as required.

Specific Duties and Responsibilities:

- Greet and acknowledge the public that enter the facility.
- Respond to queries in person, on the phone, or via email
- Provide customer support in a friendly and helpful manner.
- Accurately process credit card, e-transfers, and digital payment transactions using a point of sale terminal and payment software/applications
- Manage court bookings via phone, in person, or online.
- Coordinate and manage court schedules and events.
- Assist customers with membership inquiries, sign-ups, refunds, and renewals and provide information about membership benefits, packages, and promotions.
- Help customers with Pickleball equipment purchases, pro shop items, and merchandise inquiries.
- Maintain inventory levels, organize displays, and process sales efficiently.
- Perform various administrative duties, including data entry, filing, maintaining records, and updating customer databases.
- Safety and Facility Maintenance: Ensure the lobby, bathrooms, changerooms, and courts are clean, organized, and presentable at all times.
- Adhere to safety protocols and assist in maintaining a secure and comfortable environment for everyone.
- Assist in organizing and coordinating Pickleball tournaments, leagues, and special events. Help with event registration, player check-ins, and event-related tasks.

Qualifications:

Education and experience:

- Completion of Grade 11 supplemented by experience in dealing with public and some cashier experience or equivalent combination of training and experience.

Knowledge, Skills, and Abilities

- Excellent interpersonal and communication skills.
- Strong organizational abilities with attention to detail.
- Ability to multitask and prioritize tasks effectively in a fast-paced environment.
- Proficiency in Microsoft Office (Word, Excel) and point-of-sale systems.
- Availability to work flexible hours, including evenings and weekends.
- Working knowledge of modern office practices and procedures
- Some knowledge of cashiering methods and practices
- Ability to deal with public in courteous and effective manner
- Ability to maintain minor clerical records, compile non complex statistical data and perform word processing tasks related to the work
- Ability to be in one position (Sit, stand, move) for a prolonged period of time.
- Lift and carry equipment and merchandise up to 25 lbs.
- Ability to tactfully and effectively deal with issues and complaints brought forward by facility users
- Ability to establish and maintain effective working relationships and work collaboratively with other staff
- Perform repetitive tasks, such as typing or handling equipment
- Experience in Pickleball and recreation is an asset
- Ability to converse in another language outside of the two officially recognized languages is an asset.
- Emergency First Aid with CPR & AED certification is an asset

Note: Successful applicants will be required to get their Emergency First Aid, CPR and AED certification funded by the Organization.

Employment type – Part Time/Full Time

Position Start date – TBD

Salary information - \$20.00/hour

Benefits - Court and Pro Shop discounts, vacation benefits for full time employees