



UNIVERSITY OF
CALGARY

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ACTIVE LIVING

2500 University Drive NW
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Racquet Centre Attendant

Racquet Centre Attendants are responsible for providing outstanding front line customer service, assisting Head Squash instructor with group lessons, completing opening and closing duties, ensuring the safety and security of the centre and its patrons, controlling access to the Racquet Centre, completing light equipment cleaning and maintenance. Please note that moderate physical demands may be required.

Position Information:

Shifts (varying based on availability): 3 – 6.5hr shifts, Monday-Sunday, ranging from 8:00am – 10:30pm

Dates: September – April

Rate of Pay: \$15

Location: Racquet Centre

Qualifications

- Strong experience playing a racquet sport (squash, tennis, badminton or racquetball)
- Current Standard First Aid and CPR certifications
- Strong customer service skills and experience
- Strong communication and conflict resolution skills

Duties and responsibilities

1. Front Line Duties

- To ensure all players using the courts have checked in at Client Services
- To meet and greet all members with a smile, friendly verbal greeting and eye contact
- To respond to patron questions and concerns in a friendly and professional manner
- To monitor court area, keeping it clean, tidy and organized

2. General Program Services and Information

- To be knowledgeable of all programs and services operating within the Racquet Centre and to take responsibility to learn about other programs and services available through Active Living
- To give directions to all user and to direct questions/inquiries to appropriate areas
- To inform members regarding special events

3. Cleaning, Maintenance and Repairs

- To have a good working knowledge of cleaning and maintenance procedures
- To follow cleaning and maintenance checklists, ensuring facility is properly cleaned and maintained
- To actively seek out and ensure facility cleanliness; return displaced equipment back to its proper spot; know who to contact should janitorial issues arise; forward facility infrastructure concerns to the Racquet Centre Manager or Operations

- Remove broken-down or unsafe equipment
- To effectively communicate operational/equipment concerns, issues, suggestions, and potential improvements

4. Emergency Procedures

- To initiate proper emergency and incident procedures
- Document all emergencies and incidents on forms provided and forward to the Racquet Centre Manager

5. Preventative Safety

- Ensuring continual supervision of all areas in the Racquet Centre
- To be knowledgeable in all Racquet Centre policies
- To politely approach Racquet Centre patrons and assertively convey and enforce policies when necessary
- To put safety and security considerations above all others

6. Access Control

- To control access at the facility entrances, ensuring all members entering the facility have a valid wristband
- Continually monitoring the entrances and court area

7. Opening and Closing Duties

- Where applicable, arriving on-time for the scheduled shift and opening the Racquet Centre
- Where applicable, closing and securing the Racquet Centre at the scheduled closing time, making sure all patrons have safely left the facility

8. Occupational Health & Safety

- Understands and complies with the requirements of the University's Occupational Health and Safety Policy
- Has knowledge of and understands the expectations of the University's Occupational Health and Safety Management System (OHSMS) and applicable Faculty/Departmental/Unit specific health and safety policies and procedures
- Ensures that all work conducted is in accordance with the Alberta Occupational Health and Safety Act, Regulation and Code and other health and safety legislation as applicable

To Apply: Please submit your resume to Tina Istace tdenton@ucalgary.ca