



UNIVERSITY OF  
CALGARY

# WORK WITH US

ACTIVE LIVING

2500 University Drive NW  
Calgary, AB, Canada T2N 1N4  
[active-living.ucalgary.ca](http://active-living.ucalgary.ca)

## Racquet Centre Attendant Job Description

Racquet Centre Attendants are responsible for delivering exceptional front-line customer service, performing opening and closing tasks, ensuring the safety and security of the centre and its patrons, controlling facility access, assisting instructors with group lessons, and conducting light equipment cleaning and maintenance. This seasonal position is ideal for students or individuals seeking employment. Successful candidates will report to the Racquet Centre Supervisor.

### Position Information

- **Shifts: Varying based on availability):** 3 – 7 hour shifts, Monday-Sunday, ranging from 8:00am – 10:30pm
- **Dates:** September – April
- **Rate of Pay:** \$15.20 - \$16/hr based on qualifications & experience
- **Location:** Racquet Centre, Active Living

### Required Qualifications

- Currently a UCalgary student
- Experience playing a racquet sport (squash, tennis, badminton, pickleball or racquetball)
- Strong customer service skills and experience
- Strong communication and conflict resolution skills
- Willingness to learn new things and be part of a team

### Responsibilities and Expectations

#### 1. Front Line Duties

- Ensure all players using the court facilities have checked in
- Greet all members with a smile, friendly verbal greeting and eye contact
- Respond to patron questions and concerns in a friendly and professional manner
- Monitor the court area, keeping it clean, tidy and organized

#### 2. General Program Services and Information

- Be knowledgeable about all programs and services offered at the Racquet Centre and proactively learn about other programs and services available through Active Living
- Provide directions to all user and to direct questions or inquiries to appropriate areas
- Inform members regarding special events

#### 3. Cleaning, Maintenance and Repairs

- Follow cleaning and maintenance checklists to ensure the facility is properly cleaned and maintained
- Actively maintain facilities cleanliness; return displaced equipment to its proper spot; know who to contact for janitorial issues; report facility infrastructure concerns to the Racquet Centre Manager or Operations
- Remove broken or unsafe equipment
- Communicate operational or equipment concerns, issues, suggestions, and potential improvements effectively

#### **4. Emergency Procedures**

- Implement the correct emergency and incident procedures
- Record all emergencies and incidents on provided forms and forward to the Racquet Centre Supervisor

#### **5. Preventative Safety**

- Ensuring continual supervision of all areas in the Racquet Centre
- Be knowledgeable in all Racquet Centre policies
- Politely approach Racquet Centre patrons and assertively convey and enforce policies when necessary
- Prioritize safety and security considerations above all else

#### **6. Access Control**

- Control access at the facility entrances, ensuring all members entering have a wristband
- Continually monitor the entrances and court area

#### **7. Opening and Closing Duties**

- Arrive on-time for the scheduled shift and open the Racquet Centre
- Close and secure the Racquet Centre at the scheduled closing time, ensure all patrons have safely left the facility

#### **8. Occupational Health & Safety**

- Understand and comply with the University's Occupational Health and Safety Policy requirements
- Be knowledgeable about and understand the expectations of the University's Occupational Health and Safety Management System (OHSMS) and relevant Faculty/Departmental/Unit specific health and safety policies and procedures
- Ensures all work conducted in accordance with the Alberta Occupational Health and Safety Act, Regulation and Code, as well as other applicable health and safety legislation

#### **To Apply**

- Please submit your resume to the Racquet Centre Supervisor - Tina Istace [racquet@ucalgary.ca](mailto:racquet@ucalgary.ca)