

Racquet Centre Attendant Job Description

Racquet Centre Attendants are responsible for delivering exceptional front-line customer service, performing opening and closing duties, ensuring the safety and security of the facility and its patrons, controlling facility access, assisting instructors with group lessons, and conducting light equipment cleaning and maintenance. Successful candidates will report to the Racquet Centre Supervisor.

Position Information

- **Shifts: Varying based on availability;** 3 – 7-hour shifts, Monday-Sunday, between 8:00 am – 10:30 pm
- **Dates:** September – April
- **Rate of Pay:** \$15.50 - \$16/hour, based on qualifications and experience
- **Location:** Racquet Centre

Required Qualifications

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

Responsibilities and Expectations

1. Front-Line Duties

- Ensure all players have checked in before using the court facilities
- Greet all members with a smile, friendly verbal greeting, and eye contact
- Respond to patron questions and concerns professionally and courteously
- Monitor the court areas, keeping them clean, tidy and organized

2. General Program Services and Information

- Be knowledgeable about all Racquet Centre programs and services
- Proactively learn about other Active Living programs and services
- Direct patrons and respond to general inquiries
- Inform members about upcoming special events

3. Cleaning, Maintenance and Repairs

- Follow checklists to ensure the facility is cleaned and maintained
- Maintain facility cleanliness and return misplaced equipment to its proper location
- Contact the appropriate department for janitorial or maintenance issues
- Report infrastructure concerns to the Racquet Centre Manager or Operations
- Remove broken or unsafe equipment

4. Emergency Procedures

- Follow correct emergency and incident procedures
- Document all emergencies and incidents on provided forms and submit them to the Racquet Centre Supervisor

5. Preventative Safety

- Supervise all areas in the Racquet Centre continuously
- Be knowledgeable of all Racquet Centre policies
- Politely and assertively enforce policies when necessary
- Always prioritize patron safety and facility security

6. Access Control

- Monitor facility entrances, and ensure all members entering have a valid wristband
- Maintain awareness of all activity in the entrances and the court area

7. Opening and Closing Duties

- Arrive on time for the scheduled shift and open the Racquet Centre
- Secure the facility at closing, ensuring all patrons have exited

8. Occupational Health & Safety

- Understand and comply with the University's Occupational Health and Safety Policy
- Be familiar with the University's Occupational Health and Safety Management System (OHSMS) and any relevant unit-specific procedures
- Ensures all work aligns with the Alberta Occupational Health and Safety Act, Regulation, and Code, as well as other applicable legislation

To Apply

- Please submit your resume to the Racquet Centre Supervisor - Tina Istace racquet@ucalgary.ca

Note

- Only applicants who meet the required qualifications will be contacted for an interview