

Job Description – Raven Haven Park Attendant

Job title	Raven Haven Park Attendant (2 positions)
Reports to	Raven Haven Site Supervisor
Next Level Manger	Manager of Recreation

Job Summary

The Raven Haven Park Attendants are responsible for the day-to-day operation of the day use Raven Haven Beachside Family Park.

Duties and Responsibilities

- Carry out daily inspections of buildings, docks, and beach area to ensure safety of employees and the public.
- Provide general site security of the facility.
- Carry out daily site cleaning and garbage pick-up including animal/geese droppings clean-up and disposal. Check the beach and grounds to ensure that they are clean and tidy.
- Ensure picnic tables, benches and other touch areas are clean and in good condition.
- Cleaning and sanitation of canteen including onsite washrooms/showers.
- Checking and adjusting swim area floating buoys and keep clear of weed growth.
- Daily, and weekly refuse management.
- Monitor the use of the Mobi Mat and clean and sanitization of Mobi Chair before and after use.
- Light maintenance duties such as picnic table or fence painting and sweeping and cleaning common areas.
- Responding to customer concerns, complaints and or feedback to ensure a consistently high standard of service.
- Greeting customers, scooping ice cream, serving hot dogs and snacks, processing sales transactions.
- Equipment loans (boats and beach equipment/toys).
- Balance daily cash and prepare daily cash sheets.
- Follow safe food handling procedures and practices while carrying out canteen duties, including monitoring of cooler and fridge temperature readings.
- Receive and arrange, canteen stock as required.
- Adhere to canteen security procedures (including but not limited to securing cash and keys, locking up and ensuring appliances are turned off at end of the working day, ensuring that only authorized persons enter the canteen area).
- Comply with the *Labour Standards Code, Occupational Health and Safety Act* and all policies and procedures of the Municipality.
- Other such reasonably related duties as may be assigned by the supervisor or manager.

Qualifications

Experience and Training

- Minimum Grade 12 education
- First Aid / CPR
- WHMIS 2015 (training may be provided by employer)

Characteristics / Abilities

- Experience in working in environments that cater to customer service.
- Working knowledge of MS Word and Excel
- Maintain a positive rapport with the community and staff.
- Provide prompt and courteous service.
- Wear appropriate clothing and use appropriate safety procedures and equipment.
- Be able to work flexible hours.
- Have ability to work in a team or independently.
- Be able to work well with youth and adults.
- Demonstrate strong interpersonal skills and communications skills – both verbal and written
- Demonstrated leadership abilities.

Job Description – **Raven Haven Park Attendant**

- Must provide child abuse registry check and vulnerable sector security check.

Working conditions

- Proper attire and safety measures must be adhered to.
- Due to the nature of the operation and delivery of recreational services, availability to work weekends is required.
- This position may be physically and emotionally demanding and requires an individual who is able to multi-task daily. It may require lifting light objects and repetitive tasks.
- Must have reliable transportation to work.
- If necessary, mileage for use of own vehicle for County business is paid according to the municipal rate.

Direct reports

None

Competencies

Values Diversity -Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures. Diversity is beneficial to the organization and community. It applies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.

Communication - Communication is effective, timely, and relevant exchange of information that is respectful of the diversity of people, and the geography and working environments of our employees. It includes receiving information, listening, understanding and responding openly and effectively in interactions with others. It also implies this information is processed into actions.

Citizen Services - Implies a desire to help or serve others in a courteous and respectful manner and with the goal of meeting their needs. It means focusing one's efforts on discovering, meeting and balancing the needs of citizens, residents, elected officials, internal colleagues, or anyone that the person is trying to help. This involves recognizing that municipal employees are providing services and information to those who have rights and obligations (taxpayers and residents).

Achievement Motivation - Focuses efforts on working well and / or competing against a standard of excellence while achieving high quality results.

Work Safety - Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or activities. This includes adhering to safe practices and standard operating procedures established to reduce risks. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

Job Description – Raven Haven Park Attendant

Duty of Loyalty - As a representative of the County of Annapolis, every employee has a legal obligation to avoid acting in a manner that's contrary to the County's interests. This includes refraining from public criticism of the County's practices or personnel, as well an obligation to maintain confidentiality. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

CERTIFICATION

<p>_____, 2024 Employee Signature Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____, 2024 Nancy Whitman, Manager of Recreation Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____, 2024 Chris McNeill, Chief Administrative Officer Date <i>I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.</i></p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.