



REGIONAL DISTRICT OF CENTRAL KOOTENAY

Paddle Rental Centre Supervisor Nelson & District Community Complex

Job Description

TITLE OF IMMEDIATE SUPERVISOR: Programmer – Events & Seasonal Programs

TITLE OF IMMEDIATE SUBORDINATES: Paddle Rental Centre Workers

DEPARTMENT: COMMUNITY SERVICES - Recreation

SUMMARY OF POSITION:

The Paddle Rental Centre Supervisor is responsible for the overall supervision of all Drop-in Paddle Programs. Under the direction of the Recreation Programmer, the employee is responsible for coordination of staff, equipment, general safety and daily program operations, including customer relations and mentorship of staff. The Paddle Rental Centre Supervisor is responsible for managing potential safety risks and ensuring all equipment and first aid kits are ready for program operation.

TASK DESCRIPTION:

As a member of the Recreation team, responsibilities include, but are not limited to:

1. Ensure designated areas are free of hazards and are safe to operate on a daily basis.
2. Enforce BC Work Safe and Occupational Health & Safety Guidelines at all times.
3. Do a daily inspection of the emergency equipment to ensure all is in place and in good order prior to program start.
4. Provide first aid when needed.
5. Fill out all Incident or First Aid Reports and provide reports to the Programmer as soon as possible.
6. Mentor and provide guidance to junior staff regarding patron interactions and customer service.
7. Role model appropriate behavior and use appropriate language at all times.
8. Perform daily safety inspection.
9. Provide a fun, inclusive and non-competitive environment for patrons. Build rapport and meaningful relationships with patrons during programs.
10. Follow all cash handling procedures daily. Mentor junior staff regarding required cash handling guidelines to ensure compliance.
11. Ensure all required equipment, paperwork and resources are ready for the program each day.
12. Follow opening and closing operating procedures each day.
13. Remove and report equipment damages to the Recreation Programmer immediately.
14. Communicate to the Recreation Programmer any resources, training or supplies needed to deliver recreation services in an innovative and developmentally appropriate environment.
15. Ensure all participants are registered and/or have paid drop-in fees prior to program start. Communicate registration challenges with Recreation Programmer.
16. Ensure all participants have filled out required emergency consent and liability forms prior to program start.
17. Maintain attendance reports and sign-in sheets as required.
18. Communicate behavior concerns directly with participants in a positive format. Contact parent or guardian if needed if behaviors involve minors. Use positive behavior management styles to deal with challenging patron behaviors and communication exchanges.
19. Fill out Incident reports when needed and discuss with supervisor as soon as possible.
20. Provide a high level of understanding to all patrons with program concerns and feedback.



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21. Communicate all customer concerns, ideas and suggestions to the Recreation Programmer to improve overall program services.
22. Remain flexible and willing to learn new skills.
23. Communicate via email, phone and in person with co-workers and supervisor.
24. Attend staff meetings and in services as scheduled.

PREFERRED QUALIFICATIONS

- Experience working with people of all ages in sports, recreation programs, education or arts and cultural programs.
- National Coaching Certificate Program certificate, recreation leadership training, i.e High Five or other Sport For Life program certificate would be considered an asset.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Standard First Aid & AED.
- Valid B.C. Drivers License and safe driving record.
- Knowledge of paddling equipment maintenance and minor repairs.
- Experience working in a fast paced customer service focused retail environment.
- Experience with kayaks, canoes and stand up paddle board equipment.
- Knowledge and experience building relationships with patrons and dealing with customer relations both with children and parents/adults.
- Strong verbal and written communication skills.
- Independent decision-making, problem solving and analytical skills.
- Demonstrated Leadership skills.
- Experience working in a team.
- A high level of creativity and flexibility.
- Ability to lift up to 50 lbs. and preform all activities within program descriptions.
- Supervisory experience.
- Satisfactory Criminal Record.

ACCEPTANCE

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

Employee Name

Employee Signature

Date

Employer Representative Name

Employer Representative Signature

Date