



REGIONAL DISTRICT OF CENTRAL KOOTENAY

Paddle Rental Centre Worker Nelson & District Community Complex

Job Description

TITLE OF IMMEDIATE SUPERVISOR: Programmer – Events & Seasonal Programs

TITLE OF IMMEDIATE SUBORDINATES: n/a

DEPARTMENT: COMMUNITY SERVICES - Recreation

SUMMARY OF POSITION:

The Paddle Rental Centre Worker is tasked with providing exceptional customer service and for the consistent delivery of Paddle Rental Centre Programs. Under the direction of the Paddle Rental Centre Coordinator, the employee is responsible for general safety and daily program operations, including customer relations and communication with supervisory team.

TASK DESCRIPTION:

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

1. Provide conscientious, timely and friendly Customer Services to guests.
2. Follow all Paddle Rental Centre procedures.
3. Assist patrons with equipment selection, fitting PEDs and transportation of equipment safely to water. Assist with returns and equipment transportation from water to Paddle Rental Centre.
4. Communication with PRC Coordinator re: equipment repairs, customer relations, summer camp equipment challenges etc.
5. Ensure designated areas are free of hazards and are safe to operate on a daily basis.
6. Follow WorksafeBC and Occupational Health & Safety Guidelines at all times.
7. Perform daily inspections of emergency equipment to ensure all is present & in good working order prior to program start.
8. Provide first aid when needed.
9. Fill out all Incident or First Aid Reports and provide reports to the Programmer as soon as possible.
10. Mentor and provide guidance to junior staff regarding patron interactions and customer service.
11. Communicate via email, phone and in person with co-workers and supervisor.
12. 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.



REGIONAL DISTRICT OF CENTRAL KOOTENAY

Paddle Rental Centre Worker

Nelson & District Community Complex

Job Description

- Strong verbal and written communication skills.
- Independent decision-making, problem solving and analytical 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.
- 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