

## **Welcome Attendant – Active Living Centre & Frank Kennedy Centre (ALC & FKC)**

### **Position Overview:**

- Greet members and monitor or enforce Facility Use policies and procedures and the Code of Conduct
- Ensure day use lockers are cleaned regularly and assist with locker management as needed
- Be present in, and monitor the change rooms, sport and recreation for occupancy, security or maintenance concerns
- Serve as a resource to members and visitors for questions about the facilities
- Utilize and maintain inventory of cleaning products and equipment

### **Availability/Hours:**

5-20 hrs/week, shifts range from Monday-Sunday 6:00AM to 10:30PM

### **Expectations:**

#### **Commitment to Quality of Work**

- Produce accurate, neat, timely and thorough work. Recognize and learn from mistakes!

#### **Job Knowledge**

- Demonstrate an understanding of the requirements of the job. Possess, develop, and apply leadership and technical expertise. Comply with policies, protocols and procedures. Commit to continuous learning and best practices.

#### **Accountability / Reliability**

- Follow through on job commitments and responsibilities. Take responsibility for decisions, actions and results in compliance with policies and procedures. Accountable for all assigned shifts, providing availability, and communication with supervisor(s)

#### **Communication**

- Communicate clearly, concisely and effectively in both verbal and written situations with various customers and colleagues. Listen to others, ask clarifying questions and check for understanding. Share knowledge and expertise with others.

#### **Problem Solving**

- Gather information to address problems, seek advice from others as appropriate and develop solutions. Assess the situation, anticipate obstacles and takes care of the proactively. Act on the most appropriate solution and follow-up.

#### **Adaptability**

- Be flexible, open and receptive to new ideas and approaches. Adapt to changing priorities, situations and demands. Handle multiple tasks and priorities. Modify conflicting ways of doing things as required.

#### **Teamwork & Collaboration**

- Work collaboratively with others. Contribute to a positive professional work environment. Respectfully listen to others opinions and be open to constructive feedback.
- Provide honest feedback in a respectful manner that aids in the development of team members.

#### **Interpersonal Relationships**

- Build productive rapport with internal and external contacts and customers. Treat others with fairness, dignity and respect.

#### **Customer Service**

- Anticipate the needs of customers. Meet customer needs efficiently, effectively and in a helpful and respectful manner. Keep customers and stakeholders up-to-date with information and decisions that affect them. Take action to accommodate customer requests.

### **Skills and Experience**

- Previous experience with events, cleaning, or property management would be an asset.
- Strong attention to detail
- Verbal and written communication skills
- Be able to work independently and in a team environment
- Must have certification in Emergency First Aid/CPR with AED training (Class C) or willing to obtain within one month of employment.

### **Requirements**

- Be a full-time student
- Must be eligible to work on campus and be able to produce required documentation for employment
- Be an individual who takes initiative, have a positive attitude and be punctual
- Be able to learn quickly, adapt, and prioritize tasks
- Be able to lift and carry at least 40 pounds

### **How to Apply:**

Please email your application to: [andrea.dietrich@umanitoba.ca](mailto:andrea.dietrich@umanitoba.ca)

Be sure to include your cover letter and resume.