

Arena Operator

Job Description

Reports to:	Recreation Centres Team Leader
Division:	Parks & Recreation
Business Centre:	Recreation & Programs
Team:	Recreation Centres
Date Updated:	2025

Job Scope: The Arena Operator is responsible for supporting the operations of the Recreation Centre or Centennial Arenas. This includes maintaining the ice surface, operating equipment and all other general labour duties required to provide clean, safe and efficient facility.

Key responsibilities of the job are as follow:

1. General responsibilities:

- Operation of the ice-resurfacing machine (Olympia) and power edger to ensure Arena ice surfaces are maintained, including ice making, removal and maintenance;
- Operation of small equipment for snow removal;
- Ensure arenas and recreation facility common areas are maintained in proper and safe condition for public use and enjoyment;
- Provide excellent customer service including handling/taking complaints, crowd control, special event set-up/teardown, assistance to user groups and basic security;
- Assist in regular servicing and maintenance of facility equipment to ensure reliable operation;
- Assist in general plumbing repair and maintenance and in performing minor structural repair within the building;
- Opening and closing of the Recreation Centres as required;
- Provide support and relieve the Senior Arena Operator as needed in order to meet the needs of Recreation Centres operations.

2. Other responsibilities:

- Train other employees as needed;
- Conduct, coordinate or participate in projects as required;
- Complete accident/incident reports when required;
- Work with the security of the Centres including the fire and other safety systems;
- Projects as assigned.

Qualifications and required skills:

- **Education:** Equivalent to high school completion with specialized training recognized by a certificate.
- **Certifications:** Arena Operator Level 1 Certification or willing to obtain. Valid Class 5 driver's license.

- **Experience:** 3 or more year's related work experience representing continuous learning and career progression.
- Strong customer service skills.
- Ability to work in varying temperatures and environmental conditions.
- Ability to develop and maintain effective working relationships.
- Strong interpersonal and communication skills.
- Strong attention to detail, time management and problem solving skills.
- Computer skills (Microsoft Office Suite).