

ARENA LEAGUE ATTENDANT- DOUG MITCHELL THUNDERBIRD SPORTS CENTRE JOB DESCRIPTION

DEPARTMENT: *Doug Mitchell Thunderbird Sports Centre*
POSITION TITLES: **DMTSC League Attendant**
POSITION TYPE: **Part Time/Casual**

POSITION SUMMARY

This role will provide front line services to students, faculty, staff, and community users through the administration of maintaining rules and regulations in the Thunderbird Adult and Youth Hockey Leagues. The ideal candidate working in this role is required to provide first-class customer service and professionalism while assisting facility patrons in person during league games. As a first contact to UBC Athletics and Recreation facilities, it is important that the ideal candidate assists our patrons in a knowledgeable and professional manner. As our facility patrons are often first time visitors to the university campus, it is essential the successful candidate is welcoming, provides clear and concise directions, and knowledgeable of both TAHL and TYHL league rules and regulations.

DESCRIPTION OF DUTIES

The Doug Mitchell Thunderbird Sports Centre Arena League Attendant is responsible for ensuring the safety and proper rules in the building's three ice arenas during league games. Duties include:

- Assisting with game day operations for Thunderbird Adult Hockey League (TAHL) and Thunderbird Youth Hockey League (TYHL)
- Setup and take down procedures prior to and after games
- Assisting the League Coordinator with administrative duties, including but not limited to checking game sheets for correct team rosters and team attendances for every game, and recording game statistics through the online league website
- Score clock operation during the game
- Scorekeeping statistical duties during the game (eg. goals, assists, penalties, shots, time, and final score)
- Game management and roster control
- Act as a communication liaison between players and the Operations and Programs Coordinators and Senior Facility Manager
- Use a computerized scorekeeping terminals to keep track of stats
- Answer player inquiries in person and relay any pertinent concerns to Operation and Programs Manager
- Uphold and enforce league policies and procedures when necessary
- Attendance at all mandatory staff meetings
- Performing other duties as necessary

This role is integral to the operations and goals of the Department of Athletics and Recreation, including excellence in customer service, facility maintenance, and program management. Athletics and Recreation strives to create a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. Our mission is to engage our community in outstanding sport and recreation experiences, to enable UBC athletes to excel at the highest levels, and to inspire school spirit and personal well-being through physical activity, involvement and fun. To deliver on the mission we make decisions and prioritize work that will:

1. Increase participation
2. Deliver excellence on the national and world stage
3. Build school spirit
4. Nurture a strong sense of community
5. Cultivate an inspired workplace where staff are at their best

We focus our efforts and resources on delivering engaging, dynamic programs for the whole of our community that increase involvement in sport and recreation and deliver performance success. We provide unique and exciting student learning opportunities that foster personal growth, skill-building, and leadership development. We create high quality, community building events where people can connect, have fun, and get involved with UBC, recreation and varsity sport.

SUPERVISION RECEIVED:

This position reports directly to the Hockey and Skating Program Coordinator and/or the Senior Manager, Operations and Programs. These positions work under general supervision both independently and in a team environment. The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgment or decision making outside these parameters is required. The role maintains regular contact with the supervisor through email, phone and in-person interactions.

QUALIFICATIONS:

Applicants that would fit well within the position are those that have a sound knowledge of the hockey game, rules and regulations. Applicants that are successful show leadership qualities, work independently and have the natural ability to lead and command a group of people would be an excellent fit. Those who are also able to exercise sound judgement and can solve problematic situations in high stress situations will also find this position a great fit. Someone who is enthusiastic about the game of hockey would be an ideal candidate for this position.

KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE

- Previous experience in a sport environment is an asset
- Strong hockey knowledge or have played competitive hockey is required
- Must be detail-oriented and able to verbally communicate clearly and concisely
- Willing to obtain First Aid certification
- Able to work both independently and in a team environment
- Able to work evenings and weekends
- Able to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- Excellent problem solving skills
- Excellent written and oral communication
- Enthusiastic, organized and responsible

WORK PLACE SKILL, PERSONAL DEVELOPMENT AND GRADUATE COMPETENCIES

By the end of the work term, the League Attendant will have will have gained:

- Computer skills and experience with computerized gaming software
- Experience with hockey game operation, administration and game day preparation
- Effective time management skills through prioritization of tasks and organization
- Supervisory skills and the ability to exercise authority in a professional manner

APPLICATION SUBMISSION: All applicants must submit a Cover Letter, Resume, and Class Schedule for the upcoming term. If you do not have a class schedule for the next term ready when you apply, please note this your cover letter. Applicants that fail to complete this will not be considered.