

## **FACILITY EVENT ATTENDANT- JOHN M.S. LECKY UBC BOATHOUSE JOB DESCRIPTION**

**DEPARTMENT:** *John M.S. Lecky UBC Boathouse*  
**POSITION TITLES:** **UBC Boathouse Event Attendant**  
**POSITION TYPE:** **Part Time/Casual**

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### **POSITION SUMMARY**

The role will provide front line services to students, faculty, staff, community users, and rental groups through the administration of event management, and customer service. As a first point of contact to UBC Athletics and Recreation's off-campus sport facility, it is important the applicant assists our patrons in a knowledgeable and professional manner. The ideal candidate working in this role is required to provide first-class customer service and professionalism while assisting facility patrons with inquiries regarding event rentals, event set up and take down, and any other external event protocols. It is essential that the successful candidate is professional, welcoming, and provides clear and concise directions when exhibiting knowledge in both way-finding and event protocols.

### **DESCRIPTION OF DUTIES**

The John M.S. Lecky UBC Boathouse requires the Event Attendants to assist corporate and wedding clients with medium to large events. Job responsibilities of varying complexity will coordinate with the Athletics and Recreation's department vision of creating a UBC experience each person can be proud of. Candidates for this role must be available evenings and weekends including holidays. These duties include:

- Providing exceptional customer service support to building users and guests
- Answering customer inquiries via phone, e-mail, and in person
- Assisting with set-up, organization and preparation for all major events happening at the UBC Boathouse
- Lifting or moving heavy objects or equipment as set up requires-equipment includes tables, chairs and other event and/or sporting equipment
- Overseeing the safety of both guests and the facility
- Opening and closing the building
- Equipment counting and checking for accuracy and inventory control
- Minor maintenance and cleaning tasks as necessary
- Filing and various administrative tasks
- Uphold and enforce facility policies and procedures
- Ensuring that the building is respected and that clients are adhering to the rules and guidelines
- Attending 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 that increase involvement in sport and recreation and deliver performance success for the whole of our community. 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 Facility and Programs Manager. These positions work under direct 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 of these parameters is required. This role maintains regular contact with the supervisor through email, phone, and in-person interactions.

## **QUALIFICATIONS:**

Applicants that would be a great fit in this position are independent, self-motivators that can naturally take on a leadership role. Since these positions are usually based on special events, applicants must be committed to the highest level of standards, professionalism, and are able to quickly problem solve in very high stress situations. Someone who is enthusiastic about helping create memories for individuals through event planning and preparation and can attest to these particular passions through their work would be an ideal candidate for this position.

### **KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE**

- Previous experience with events an asset
- Able to work evenings and weekends
- Able to work independently and in a team environment
- Able to initiate, learn quickly, and exercise sound judgement to solve problems based on training provided
- Able to confidently speak to large groups of people
- Must be willing to obtain First Aid certification
- Must be detail-oriented
- Must be able to lift heavy objects and equipment as needed
- Excellent problem solving skills
- Excellent written and oral communication
- Enthusiastic, organized and responsible
- Classroom learning includes, but is not limited to: Business management, Event management, Business administration

### **WORKPLACE SKILLS, PERSONAL DEVELOPMENT, AND COMPETENCIES**

By the end of the work term, the successful John M.S. Lecky UBC Boathouse Event Staff applicant will have gained:

- Experience in Event Management and working with clients in a professional setting
- Experience working with the public and developing effective listening skills to provide the best customer service possible and be able to respond to their needs in a timely manner
- Experience dealing with conflict and developing constructive conflict resolution skills
- Experience processing cash, credit and debit transactions
- Enhanced computer skills and experience with CLASS software
- An understanding of facility operation, risk management, and facility administration
- 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**, and **Resume**. Applicants that fail to complete this will not be considered.