



## JOB DESCRIPTION

**POSITION:** Birthday Party Attendant

**EFFECTIVE DATE:** September 11, 2023

**DEPARTMENT:** Recreation

**REPORTS TO:** Birthday Party Leader and Event Assistant

**DIRECT REPORTS:** None

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### JOB SUMMARY

Reporting to the Customer Service and Rental Operations Coordinator, the Birthday Party Attendant assists with the delivery of birthday parties and helps provide an enjoyable and memorable experience for all party guests.

### OVERALL GOALS FOR THE POSITION

1. Maintain exceptional customer service standards.
2. Report any safety concerns or operational issues to direct supervisor.
3. Be proactive in acquiring organizational knowledge.
4. Excellent internal and external communication skills.
5. Provide an enjoyable and memorable experience for all guests.

### ROLES, RESPONSIBILITIES AND EXPECTATIONS

- Support the planning of birthday party events with the Birthday Party Leader including activities such as crafts, games, and sports
- Help with decorating the room on day of party
- Lead crafts, games, and activities with the children
- Assist the host/parent with clean up at the end of the party

### SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

#### Education Requirements:

- Completion of Grade 10.

#### Experience requirements:

- Experience working within and/or coordinating cultural, recreation, sport, or community leisure services is preferred.
- Customer service experience in an asset.
- Experience working with children of all ages and/or previous event assisting experience.



- Excellent communication and interpersonal skills.
- Demonstrated knowledge of age-appropriate activities (arts & crafts, games, sports, etc.)
- Be able to think on the spot to create games, crafts and activities.
- Self-motivated, responsible, mature, and flexible.
- Current First Aid/CPR certification.
- Ability to speak more than one language an asset.
- Summer Camp experience an asset.

**Technical knowledge, skills & abilities requirements:**

- Must be proficient with technology, in particular MS Word, Excel and databases.
- Able to community effectively with a diverse population, including English language learners, children, youth, adults, and seniors.
- Able to work independently and as part of a team.
- Willingness to work evenings and weekends.

**Soft skill requirements:**

- Build Relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/Innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on Community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Plan – Determine strategies related to the role's accountabilities to move UNA forward, sets goals, creates, and implements actions plans, and evaluates the process and results.
- Solve Problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate Effectively – Demonstrate excellent verbal and written communication skills.
- Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.
- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.

**Other requirements:**

- Must be 16 or older.
- Criminal Record Check with Vulnerable Sectors Clearance