



JOB DESCRIPTION

POSITION: Front Desk Agent (Auxiliary)

EFFECTIVE DATE: July 17, 2025

DEPARTMENT: Recreation and Operations Departments

REPORTS TO: Assistant Manager, Customer Service and Facilities; Sustainability Specialist

DIRECT REPORTS: None

JOB SUMMARY

Reporting to the Recreation and Operations Departments, the Front Desk Agent (Auxiliary) assists with facility preparation duties for programs, events, meetings, and rentals at the community centres. Responsibilities include setting up and taking down rooms, organizing equipment and furniture in storage, maintaining a clean and safe space, and performing other facility-related tasks. This position also includes work at the UNA Green Depot to support UNA's waste diversion and reduction goals. It is an auxiliary, on-call position.

OVERALL GOALS FOR THE POSITION

1. Contribute to UNA's community service and sustainability goals.
2. Maintain facility standards at the community centers and Green Depot.
3. Assist with the setup, support, and cleanup of programs and events.
4. Maintain an organized and safe environment for all users.
5. Report on safety concerns or operational issues.

ROLES, RESPONSIBILITIES AND EXPECTATIONS

Community Centres Operation

1. Perform Front Desk duties as required.
2. Set up and take down rooms as required for programs, functions, and events.
3. Assist front desk staff with sports equipment setup and takedown.
4. Support facility bookings, including room set up and take down.
5. Organize, clean, and perform regular checks of storage rooms.
6. Set up for events, including staging, equipment, tables, chairs, and moving equipment and supplies as required; assist with parking for events when required.
7. Conducting regular facility checks during scheduled work hours.
8. Maintain cleanliness, appearance, and functionality of the rooms and common areas.

9. Clear Lost and Found items monthly and transfer recyclable items to the Green Depot.
10. Assist with snow removal and salting at the centre entrance when needed.
11. Identifying necessary repairs and maintenance and report to Assistant Recreation Manager.
12. Acts as a member of the on-site emergency response team.
13. Perform other duties as assigned by the supervisors.

Green Depot Operation

1. Greet Green Depot patrons.
2. Continuously learn about repurposing and recycling options to answer questions from patrons.
3. Answer public enquiries in person and educate visitors to the Green Depot.
4. Help patrons process items to repurpose or recycle.
5. Record and enter data for waste management tracking.
6. Assist patrons by providing information on alternative drop-off locations.
7. Maintain the cleanliness, general appearance, and good working condition of the Depot.
8. Open and close the Depot.
9. Monitor the security of the Depot during hours of operation.

SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

Education requirements:

- Completion of Grade 12.

Experience requirements:

- Current Standard First Aid with CPR-C, or ability to obtain within one (1) month of onboarding.
- Good problem solving, communication and organizational skills.
- Effective customer service skills to deal courteously and effectively with user groups, participants, the public and the UNA staff.

Conditions of Employment:

- Required to work in an indoor recreation environment and occasionally required to work outdoors.
- Will be required to be physically active and work with tools and cleaning equipment.
- Must be physical fit and able to lift and carry at least 50 pounds.
- Must wear appropriate Personal Protective Equipment (P.P.E.) as required.
- Required to work shift work and variable hours including mornings, evenings, weekends, holidays, and special events.
- Work in a safe manner and in compliance with the Occupational Health and Safety Act and its regulations.
- Performed work & work location will be generally constricted to the community centres and Green Depot, however, may alter based on conditions and needs of the division/department.
- Must have the ability to work independently or as a team.
- Successful completion of a criminal record check.