

# Job Title: West Point Grey Community Centre Association Rental Liaison

## Main Purpose and Function

This position works independently or within a team of staff in supervising a recreation centre or spaces within a recreation centre that have been rented to customers for private use. The role of the Rentals Supervisor is to provide general customer service to rental customers, ensure that rental groups adhere to contract policies, perform minor janitorial and cleaning duties, complete simple office tasks, assist in an emergency situation, and ensure general building security.

Work is primarily seasonal from spring to early fall on the weekends. There is some weekday and/or evening shift work to be filled as well.

The Rental Liaison works under the direction of the Rental Coordinator and communicates any discrepancies and/or concerns that may occur during a rental client's event.

## Specific Duties and Responsibilities

- Work with rental clients and external companies (e.g. caterer, florist, event coordinator/planner, etc.) to ensure that their event requirements are met while maintaining a high level of customer service.
- Monitor and supervise rental clients and guests to ensure facility policies are followed.
- Follow event check list to ensure the rental room(s) is/are ready for the rental clients.
- Report any safety concerns, fill out accident / incident reports and submit to immediate supervisor.
- Ability to set up and take down heavy equipment independently and cooperatively with other staff in a timely manner.
- Tasks will include but are not limited to: interacting with rental clients and guests, audio/visual set up, walking/standing, and occasional set up of tables and chairs.
- Assist with the evacuation of customers during a building emergency (ie. fire) and contacts and liaises with Emergency Services personnel as required.
- Perform minor first aid when required.
- Open the building (if the rental occurs before the building is open to the public), turns off the alarm (if necessary) and checks in with other staff members that may already be working in all buildings (Aberthau Mansion and Main Office).
- If the rental finishes after the building is closed to the public, ensures that the building is secure and vacant, locks the building and sets the alarm.
- Review the contract (set up, clean up, policies and procedures, kitchen use, etc.) and confirms the end time with the Renter.
- Knowledge of fire, evacuation and OH & S procedures for all buildings.

## Required Experience and Qualifications

- Must be 19+ years of age.
- Experience in a community centre or other public setting.
- Proven ability to deal with diverse populations e.g. adults, seniors, youth, children and various cultural groups.
- Ability to work independently and cooperatively with other staff and supervisors.
- Ability to deal with challenging behaviour and effectively de-escalate situations.
- Excellent communication and interpersonal skills.
- Excellent time management and organizational skills.
- Proven ability to work independently and in a team environment.
- Ability to independently clear the building and handle emergency situations that may arise.
- Ability to make sound decisions under pressure within the rental policies and procedures with little to no supervision.
- Knowledge of rental policies and procedures is an asset.
- (Standard or Emergency First Aid with CPR-C/AED) is required.
- A current and valid Class 4/5 Driver's License is required.

## Conditions of Employment

- Clearance of an Employment Record Check
- Clearance of a Police Record Check

## Rate of Pay

\$20.98 per hour

