



Date: February 21, 2017

Recreation Instructor – Community Programs and Events

1. Organizational Relationships

Reports to: Recreation Programmer

Coordinates with: Other Community Recreation and Cultural Centre employees and Recreation Instructors

Department: Community Services

2. Key Responsibilities

Under the direction of the Recreation Programmer, the Recreation Instructor is responsible for the delivery of registered and/or drop in recreational programs and special events in coordination with other District of Kent Community Services Department staff members and instructors according to the policies, procedures and practices set out for the Community Recreation and Cultural Centre (CRCC).

This includes but is not limited to hosting birthday parties, leading camp activities, assisting with service delivery during special events and instructing various recreation programs.

General Duties:

- Leads and supervises a wide variety of activities in a recreation program, day camp, birthday party or special event setting in a safe and effective manner;
- Facilitates the set up and take down of the venue including all equipment and supplies, helium balloons and inflatable bouncy castle (when requested) in accordance to safe work practices;
- Engage patrons, registered participants and event guests to facilitate play and enhance their recreation experience;
- Perform janitorial duties during and immediately following the activity to ensure equipment and facility cleanliness standards;

- Report all accidents, incidents, customer complaints and comments to the appropriate staff for follow up;
- Follows all CRCC rules and guidelines at all times;
- Assists in administering first aid and following emergency procedures with the warden on duty;
- Reports any defective or damaged equipment or facility space.

General Expectations:

- Maintains a positive and enthusiastic attitude while conducting oneself in a professional manner at all times;
- Arrives as scheduled and prepared for the class with required lesson plan, supplies and equipment. Begins and ends classes as scheduled;
- Reports to the front desk before and after class. Verifies the total number of participants and records the number on the class list and initials;
- Provides modifications for different levels of fitness and abilities;
- Maintains facility cleanliness during and after program facilitation;
- Attends an orientation session that includes facility tour, emergency procedures, safe work practices and expectations;
- Provides excellent customer service with a willingness to troubleshoot issues at all times;
- Be available to work varying hours including Saturday, Sunday and Statutory Holidays when required.

3. Required Qualifications

- Ability to lead and instruct a fitness program in a safe and effective manner;
- Ability to problem solve and provide exemplary customer service;
- Ability to supervise patrons and ensure they are adhering to the facility rules and guidelines;
- Ability to represent the District of Kent and remain professional at all times;
- Ability to establish and maintain effective working relationships with officials, employees and patrons in a team oriented environment;
- Satisfactory Police Information Check;
- One year of experience supervising, instructing or leading preschool, school age children or combination of both;
- One year experience in a customer service environment.

4. Required Licences and Certificates

- Standard First Aid or equivalent.

5. Working Conditions

The contract instructor must be available to work Sunday – Saturday, varying hours as required and mutually negotiated per the fitness schedule and Leisure Guide seasonal cycle.