



# BUILD A CITY. BUILD A FUTURE.

## Community Services Assistant 5 – Arena Programs

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

### SCOPE

The City of Surrey's Recreation Division aims to build healthy communities where all people are active and engaged for life. As part of that commitment, our Arena Operations is looking for a dedicated and enthusiastic Community Services Assistant 5 to facilitate arena programs, services, and events for our community. The successful candidate will play a crucial role in enhancing the quality of life for Surrey residents by ensuring that our arena facilities are welcoming, safe, and enjoyable for all.

### EMPLOYMENT STATUS

Union - CUPE Local 402 – Regular Part-Time

### RESPONSIBILITIES

The Community Services Assistant 5 is responsible for planning, developing, promotion, and delivery of arena programs which may include skating lessons, hockey programs, drop-in programs, day camps, special events and birthday parties. The role includes:

- Assisting with hiring and training of staff and volunteers for a variety of arena programs
- Supervising, training, supporting, and scheduling program staff and volunteers
- Planning, organizing, and delivering a wide range of arena programs and services based on community needs.
- Supporting the marketing and promotion of programs and services.
- Evaluating, measuring and reporting on the success of programs.
- Researching and developing new program ideas.
- Providing customer service and handling questions, customer needs, concerns, and complaints
- Providing information to the public regarding programs and facilities in a courteous and professional manner.
- Developing and maintaining strong collaborative relationships with local community members, organizations, and City staff.
- Maintaining facilities and equipment to ensure it is safe, clean and hazard-free
- Ensuring that the City's policies and procedures are met during the performance of ongoing duties
- Performing other administrative duties as required

### QUALIFICATIONS

- Graduation from a recognized University or College Level program and 2 years progressively responsible experience in recreation including supervision. An equivalent combination of education and experience may be considered.
- Current Emergency First Aid and CPR certificate
- A valid BC Driver's License with safe driving history
- Eligibility to register with BCRPA in relevant Specialty or an acceptable equivalent
- High Five certification (or willing to obtain the first six months) or an equivalent



**OTHER INFORMATION**

Hourly Rate: \$32.04 (2024 Rates)

Year	Hourly Rates
Year 1	\$32.04
Year 2	\$32.86
Year 3	\$33.83

**APPLY**

If you are interested in this opportunity, please apply at [www.surrey.ca/careers](http://www.surrey.ca/careers)

This Posting Closes on July 28, 2025