

BUILD A CITY. BUILD A FUTURE.



COMMUNITY SERVICES ASSISTANT 2 – FRONT DESK – ARENA OPERATIONS

*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.*

EMPLOYMENT STATUS

Union – CUPE Local 402 – Auxiliary

SCOPE

As a Community Services Assistant 2, you will have excellent customer skills, high energy, and an enthusiastic approach to your work and enjoy the chance to be a part of a team that values leadership and organizational talents.

This auxiliary position includes weekday, evening, weekend, and holiday shifts. While this position primarily supports the Surrey Civic Plaza Outdoor Ice Rink during the seasonal skating operation, successful applicants may also be assigned to work at any of the City's six arena facilities based on operational needs.

RESPONSIBILITIES

- Provides frontline customer service.
- Distributes and verifies skating session wristbands while ensuring guests enter the ice during the correct session.
- Maintains the public seating areas including the distribution of brochures and information.
- Manages customer line-ups and assists with crowd flow during peak periods.
- Monitors skate inventory and ensure rental skates are cleaned, organized, and returned to storage.
- Opens and secures the facility: monitors safety and security situations and implements procedures as required.
- Maintains facility logs and statistics.
- Responds to customer inquiries and concerns in a respectful and professional manner.
- Performs cash handling duties and complete daily cash balancing procedures.
- Completes basic clerical tasks, including document processing, filing, and information gathering.
- Ensures compliance with City policies and procedures.
- Performs other related job duties.

QUALIFICATIONS

- Completion of Grade 10, supplemented by six months of community service experience.
- Valid Emergency First Aid and CPR certification.
- Ability to work independently and as part of a team.
- Excellent communication skills – both verbal and written.
- Customer service experience is an asset.

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OTHER INFORMATION

Pay Grade: Schedule D

Hourly Rate: \$25.54

Applicants under consideration will be required to consent to a Police Information Check/Vulnerable Sector Check.

Successful applicants must provide proof of qualifications.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 7244.

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