

POSITION DESCRIPTION

Position:	Screeener	Type:	Non-Union Casual, 24 hour
Incumbents:			
Reports To:	Director of Community Services		
Date:	October 5, 2021	Next Review Date:	
Positions Supervised:	None		

PART I - DESCRIPTION OF JOB REQUIREMENTS

General Accountabilities

Reporting to the Director of Community Services, this position greets all visitors, staff, and community members as they enter the Minden Hills Community Centre and S.G. Nesbitt Memorial Arena Complex (Complex). During the COVID-19 pandemic, Screeners administer COVID-19 screening protocols to all persons entering the Complex and track statistical information related to their screening duties.

Specific Accountabilities

The following accountabilities are not listed in order of priority:

Maintenance & Operations

1. Greet people entering the Minden Hills Community Centre and S.G. Nesbitt Memorial Arena Complex.
2. Check proof of Vaccination and valid identification.
3. Review, understand, and actively apply the Township of Minden Hills’ screening standard (ie. process) that assesses persons for signs/symptoms of COVID-19.
4. Actively listen, reflect, and respectfully resolve complaints from customers or the public.
5. Track visitor statistical information and perform other screening and/or clerical duties as assigned. Assist with day-to-day administration and delivery of recreation programs and services.
6. Work with all staff members to develop a positive team environment. Works cooperatively with volunteers, partners and other staff.

7. Ensures all work is performed in accordance with regulations, policies and procedures and that all required data collection forms and other reports are completed and submitted in a timely fashion.
8. Reports any major defects to equipment, property or process to the Director of Community Services or designate(s) promptly.

Staffing

n/a

Communication

9. Responds to public inquiries by providing verbal and written information or referring them to the Director of Community Services or designate(s) as required.

Policy Compliance

10. Maintains, organizes and updates records and filing systems as required by legislation and internal policy.
11. Work in compliance with Township and legislated policies, practices and procedures.
12. Complies with all Municipal and Provincial occupational health and safety legislation, regulations, policies and procedures, and must wear all safety apparel as required.
13. Attends necessary and/or approved training, educational workshops, seminars or webinars including the renewal of annual licencing as required.

Other

15. Performs other duties as assigned.

The above statements reflect the general details considered necessary to describe the principal functions and duties of the position and will not be construed as a detailed description of the work requirements that may be inherent in the job.

PART II - THE FOLLOWING SECTION HEADINGS WILL HELP DESCRIBE THE TECHNICAL SKILLS, EDUCATION, EXPERIENCE AND WORKING CONDITIONS UNDER WHICH THE INCUMBENT IS REQUIRED TO PERFORM THE JOB

Technical Skills/Experience

1. Excellent customer service and communication skills; can communicate instructions or directions in a clear, kind, and authoritative manner.
2. Superior interpersonal skills and ability to interact well with all levels of staff and the community; ability to maintain polite and courteous manner in stressful situations.
3. Work independently and in a self-directed manner as well as collaboratively within a team in a fast-paced and ever-changing environment.
4. Demonstrated ability to be reliable, responsible, dependable, and in fulfilling obligations.
5. The incumbent must provide a criminal check on an annual basis.
6. Ability to maintain confidentiality where mandated or required.

Education/Training/Licences

1. Minimum of Grade 12 or equivalent is required.

Working Conditions

1. Mild physical demands related to greeting/screening duties.
2. Availability to work on-call and in emergency situations as required.
3. Availability to work shift work, including evenings and weekends, as required.
4. Availability to work occasional overtime as required.
5. Regular exposure to outdoor weather conditions. Some exposure to deadlines and interruptions.
6. Deals with difficult customers regularly.

Signatures

Date

Incumbent

Manager