**CITY OF YELLOWKNIFE**

 **JOB DESCRIPTION**

January 2018

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POSITION TITLE: Facility Assistant – Climbing Wall - (Part-time Casual)

DEPARTMENT: Community Services DIVISION: Facilities

LOCATION: Fieldhouse SUPERVISOR: Indoor Facilities Supervisor

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**SUMMARY OF POSITION**

Reporting to the Indoor Facilities Supervisor, the Climbing Wall Attendant holds primary responsibility for enforcing safety rules and facility regulations as they relate to the Climbing Wall. This is a safety-sensitive position exercising a high degree of discretion, trust, and confidence to properly execute duties efficiently. Individuals in this position are responsible for ensuring a safe, but fun rock climbing wall environment for all users of the facility. They will also be primary responsible for executing Belay certifications, Climbing Wall Orientations, supervision for classes and special interest group rentals held at the climbing wall.

**OUTLINE OF DUTIES**

* Performs safety orientations with first time wall users and assures that all climbing wall users are classified and capable to climb.
* Responsible for verifying protocol as follows: ensures all appropriate documentation is completed prior to the activity of climbing wall users.
* Reports all incidents/accidents to supervisor immediately and completes necearay form within 24 hours.
* Completes all incident reports as necessary and assists in maintaining documentation associated with climbing wall certifications.
* Performs instruction in a safe and proper climbing wall use, assists climbers during Supervised Climbing times, and helps Facility Staff with daily maintenance and up-keep of the Climbing Wall Area. Instructs courses in a safe and professional manner.
* Maintains order and overall control of the climbing area while on duty; communicates and enforces facility and climbing wall policies, maintains updated safety procedures.
* Repairs, services and maintains equipment to ensure safe operation.

**OTHER DUTIES**

* Assist in performing first aid in emergency situations.
* Incumbents may be required to follow other instruction, and to perform other related duties, as assigned by Supervisor.

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**KNOWLEDGE, SKILLS AND ABILITIES**

* Knowledge and experience in climbing, including proper use of equipment and safety
* Current First Aid certifications.
* Knowledge of the principles and practices of leadership and group organization.
* Knowledge of customer relations technique.
* Ability to effectively meet and deal with the public and to handle stressful situations.
* Knowledge of principles and procedures for record keeping.
* Ability to work various shifts during weekdays and on week-ends.
* Ability to meet and deal with the public and to handle stressful situations.
* Ability to follow both verbal and written instructions, and the ability to issue clear concise verbal and/or written instructions to patrons and other employees and report operations both verbally or in written form to supervisors.
* Ability to concentrate on detail.
* Ability to analyze situations thoroughly, identify potential problems, and find effective solutions.
* Ability to deal tactfully and courteously with the public in answering questions and handling difficult complaints.

**TOOLS AND EQUIPMENT USED:**

**Tools and Equipment Used:**

* The ability to properly operate the following equipment is necessary for this position: climbing wall, climbing ropes, harnesses, tie-ins, grips and footholds, anchors and belay devices.

**PHYSICAL DEMANDS:**

* Work is performed on an indoor rock wall and requires the ability to demonstrate climbing techniques. This typical involves the stamina to exercise vigorously, as well as continuous walking, climbing, jumping and bending. This position requires repetitive foot, arm, shoulder, hand and back movements while performing instruction.

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I have read and understand this job description. The Human Resources Division has informed me that it is a general description of the duties and responsibilities and qualifications required for my position, which forms the basis for my classification level and against which my performance will be evaluated.

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Employee’s Signature Date

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Manager’s Authorization Date

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Human Resources’ Authorization Date

DM 508120