



POSITION TITLE:	Sport Shop Attendant
REVISION DATE:	September 24, 2026
REPORTS TO:	Sportsplex Supervisor
DIRECT REPORTS:	N/A
POSITION SUMMARY:	The Sport Shop Attendant is responsible for collection of money, greeting customers, answering inquiries, skate sharpening, and performing general sport shop duties. The role is located at the Sports Shop at the East Hants Sportsplex.

TASK NO.	DESCRIPTION
----------	-------------

Position Descriptions are intended to provide an outline of the general areas of responsibility and duties associated with a given position. Position descriptions are not intended to capture the full breadth of tasks and/or assignments an employee may be directed to complete at any given time. The MEH reserves the sole and unfettered right to make changes to this position description, as required by the organization, without impact upon the employment relationship.

JOB DUTIES & RESPONSIBILITIES

1. Customer Service and Communications (50%)

- 1.1. **Public Interactions** - Greet customers in a courteous and professional manner at the Sport Shop and facility.
- 1.2. **Incoming calls** - Answer all incoming calls in a polite and courteous manner at the Sport Shop.
- 1.3. **Public inquiries** - Answer questions from patrons or the general public in a time sensitive manner.
- 1.4. **Promotions** - Assist with any facility and shop promotions.
- 1.5. **Emergency Response** - Be familiar with emergency procedures for the facility and assist the Sportsplex staff in the event of an emergency.

2. Cash-related Duties (10%)

- 2.1. **Merchandise** - Process merchandise sales and maintain and reconcile inventory within the recreation software management system as needed.
- 2.2. **Daily Cash** - Complete daily opening and closing cash balance reports including cash reconciliation.

3. Additional Duties (40%)

- 3.1. **Skate Sharpening** - Operate automated skate sharpening machine, consulting with customers ensuring efficient service and proper maintenance of equipment.
- 3.2. **Cleaning** - Ensure Sport Shop area is kept clean and complete minor cleaning tasks within the facility as needed.

3.3. Other Duties - Assists with other related duties assigned by the Community Recreation Coordinator, including filing, photocopying etc. Assist with bookings and program registration where required.

3.4. Opening/Closing - Open/Close the Sport Shop as per established procedures.

3.5. First Aid - Apply first aid when necessary and deal with incidents and accidents according to policy

REQUIRED QUALIFICATIONS AND TRAINING

Education and Experience

- 1 year related experience in a customer service related role an asset.
- Knowledge in sport and recreation activities an asset.
- An equivalent combination of education and experience will be given consideration
- First Aid Certification and Defibrillator Training is an asset
- Criminal Records Check and Child Abuse Registry Check

Knowledge, Skills, Abilities

- Experience with Point-of-Sale or Scheduling software or products would be an asset
- Must have excellent written and verbal communication skills and the ability to maintain absolute confidentiality
- Excellent customer service and inter-personal skills
- Have a neat and clean appearance, be prompt and actively participate.
- Must be enthusiastic, motivated, energetic and reliable
- Must have good team working skills

Working Environment

- This position requires irregular schedules with evening and week end work.

I hereby certify, to the best of my knowledge, the information provided regarding this job description is complete and factual, and accurately describes the work performed.

<i>Employee's Signature</i>	<i>Employee's Name (print)</i>	<i>Date:</i>
<i>Supervisor's Signature</i>	<i>Supervisor's Name (print)</i>	<i>Date:</i>