

City of Edmonton Job Posting

52715 - Recreation Assistant Outdoor Programs

Job Details:

ClassificationTitle: Recreation Technician II

JobType: Permanent

OpeningDate: Jun 13, 2025

ClosingDate: July 21, 2025 11:59:00 PM (MDT)

NumberOfOpenings: 1 - Permanent Full-time

Address: Various Locations

Country: Canada

Province: Alberta

City: Edmonton

ZipCode: (City Wide)

UnionJurisdiction: CSU 52

Department: Community Services

The Community and Recreation Facilities Branch is looking for a dynamic, energetic, professional who loves to work outdoors.

Reporting to the Program Coordinator, Outdoor Adventure Experiences, the Program Assistant represents the City of Edmonton and all Outdoor Adventure programs including day camps, providing support to the Outdoor Adventure coordinators, by ensuring the delivery of high quality programs, customer service and equipment maintenance all year round.

The Program Assistant plays a vital role in ensuring staff accountability. This is achieved through effective supervision, the promotion of open communication, the provision of guidance and coaching, and by maintaining proper documentation and adherence to established protocols. This role involves supporting and supervising programs on a weekly basis, along with assisting in the direct delivery of up to three programs per week.

What you will do:

- Works outdoors all year round to provide and support Outdoor Adventure Programs : Drop-in, Individual registered and or School/group bookings
- Maintains equipment inventory, determines when to order replacements and supports coordinators with new equipment purchases as required
- Is familiar with and maintains all equipment that has broken down by appropriately fixing them, i.e. bikes, Kicksleds etc. and ensures equipment for Outdoor Adventure programs are safe, and in good working order, and that Instructors are well versed in the safe use of equipment
- Delivers and unloads equipment regularly for programs that take place year round, using City of Edmonton vehicles including trailers
- Assists in the creation and implementation of drop-in (no fee associated) and registered (revenue generated) programming, in collaboration with team members
- Establishes and sets program expectations with staff, as well as provides mentorship, coaching and Instruction
- Responds to customer comments and inquiries, providing excellent customer service and mentoring frontline staff to do the same as well as identifies service delivery or customer service issues and provides suggestions on corrective actions to supervisor and follows through or follows up as necessary
- Ensures that service levels are being met: staffing levels, service delivery, spaces and booking locations as needed for programs
- Formally evaluates Outdoor Adventure programs: Program and staff evaluation

- Ensures that program staff are up to date with safety policies, procedures and required certifications and ensures the appropriate documentation of all safety activities are captured
- Responsible for assisting in the interviewing, hiring, and training of all new staff as well as the collection/submission of weekly timesheets.
- Assist with market research, program stats, program set up, and creation of program posters
- Perform other related duties as required

Qualifications

- Completion of a minimum of one year of a Degree/Diploma in recreation/physical activity/Recreation Administration or related diploma or degree program

Assets:

- One (1) year of experience working with/leading outdoor recreational programs. 3 years of experience
- One (1) year of experience working as a bike shop mechanic or has sales experience or equivalent with bikes
- Paddle Canada certification
- Certification in bicycle mechanics
- Experience with RAMS/Intelli database

Skills required for success:

- Ability to demonstrate strong leadership and mentorship skills
- Must be able to workout outside all year round
- Experience with Customer Service
- Knowledge of program equipment : Bikes, canoes, skis, snowshoes etc..
- Excellent interpersonal and verbal communication skills
- Demonstrated ability to communicate effectively both verbally and written with patrons
- Computer proficiency including experience with Google Suite (Gmail, Docs, Sheets)
- Alignment to our [Cultural Commitments and Leadership Competencies](#)
- Embracing a [Culture of equity, diversity, reconciliation and inclusion](#)

Conditions of employment:

- Valid Alberta Class 5 driver's license is required. Obtaining and maintaining a City Driver's permit (Permit B and/or C) may be required - can be attained once hired
- Standard First Aid and CPR Level C (CPR & First Aid/ AED) is required
- Hire is dependent upon a Police Information Check including Vulnerable Sector check satisfactory to the City of Edmonton

The City of Edmonton values applicants with a diverse range of skills, experiences and competencies, and encourages you to apply. We strive to provide reasonable access and accommodations throughout the recruitment process. To request an accommodation, please contact employment@edmonton.ca. Learn more about our [benefits](#).

Up to 1 Permanent, Full-time position available

Hours of Work: 40 hours per week

The weekly hours of work for this position are currently under review and may change at a future time. Any changes will be made in accordance with the City of Edmonton/Civic Service Union 52 collective agreement and the incumbent will be notified in advance.

Salary: \$21.906 - \$27.069 (Hourly)

Salary ranges are in the process of being updated in accordance with the recently ratified collective agreement between the City and CSU 52 and will be forthcoming shortly.

Talent Acquisition Consultant: DM/MM

Edmonton rests in the heart of Treaty Six territory in Alberta and the homelands of the Metis Nation.