



Rentals Attendant

Department: Resident Services

Reports To: General Manager

Employment Type: Part-time/Seasonal

This is a seasonal position averaging 6–8 hours per day, totaling approximately 30 hours per week, running from as early as June through the end of August. Scheduling may include daytime, evening, and weekend shifts depending on operational requirements.

About Jensen Lakes Homeowners Association (JLHOA)

The Jensen Lakes Homeowners Association (JLHOA) is a nonprofit organization responsible for the stewardship of a 22-acre private lake, surrounding park grounds, beach areas, shared walkways, and community amenities within the Jensen Lakes community. Our mandate is to maintain, preserve, and enhance these shared spaces to ensure a safe, welcoming environment for all residents.

JLHOA is committed to responsible management, long-term sustainability, and consistent service standards. Our team maintains amenities year-round, upholds community rules, and ensures that residents and guests experience the safety, cleanliness, and overall quality that define Jensen Lakes.

Working at JLHOA means joining a team that directly contributes to the resident experience and supports strong community engagement. Every position plays an important role in helping residents feel informed, supported, and proud to call Jensen Lakes home. Staff are entrusted to make sound decisions that promote safety, clarity, and community pride. For individuals who value professionalism, teamwork, and meaningful work with visible impact, JLHOA offers a unique opportunity to develop skills in a truly unique community environment.

Position Summary

This seasonal position plays an essential role in supporting the safe, clean, and efficient operation of JLHOA amenities and services. The Rentals Attendant focuses on waterfront operations, resident support, and hands-on park maintenance. The role assists with



watercraft rentals, shoreline monitoring, equipment upkeep, and daily park preparation to ensure safe and enjoyable use of lake amenities.

This position is ideal for individuals who enjoy outdoor work, take pride in maintaining community spaces, and are confident in supporting safe waterfront and park operations.

Key Responsibilities

Operational Support

- Perform morning park preparation, including watering, mowing, sand grooming, and pressure washing.
- Support shoreline and lake care, including algae removal, vegetation control, and water treatment, while also conducting evening applications and assisting with end-of-day operational routines.
- Operate and maintain equipment such as UTVs, lawn mowers, trimmers, leafblowers, utility boats, and similar tools.
- Maintain JLHOA amenities to meet established safety, aesthetic, and operational standards.
- Ensure proactive upkeep of community aesthetics and safety by responding to site wear, damage, and weather-related issues in a timely manner.
- Support and conduct preventative maintenance and minor repairs on park infrastructure, tools, and equipment.
- Support building and equipment maintenance as assigned.
- Support the safe operation of heavy equipment as trained and authorized.
- Assist with the setup and takedown of equipment for daily operations and special events.
- Inspect park grounds, garbage levels, signage, and equipment to ensure safety, cleanliness, and proper function.
- Perform seasonal and year-round groundskeeping tasks, including:
 - Lawn care (mowing, watering, fertilizing, turf repair)
 - Horticulture (planting, pruning, weeding)
 - Beach cleaning and grooming
- Install, operate, and maintain park amenities, including:
 - Beachfront equipment, buoys, docks, and walkways
 - Picnic areas, benches, fences, and waste receptacles



- Event, rental, and seasonal equipment
- Maintain overall cleanliness and presentation of the park, lake, and walkways.
- Maintain cleanliness of staff areas, common areas, and high-traffic resident spaces.

Rentals & Waterfront Operations

- Conduct morning and evening boat patrols to monitor safe use of the lake and identify potential risks.
- Support safe waterfront operations by monitoring resident activity and enforcing established rules for JLHOA and non-JLHOA watercraft, swim-area use, and all lake activities.
- Confirm valid waivers, verify equipment safety, and ensure accurate sign-out and return of all rental items.
- Track rental inventory and promptly report damaged or missing equipment to the appropriate supervisor.
- Properly handle, track, and manage membership cards associated with rental items.
- Assist with the resident check-in process for watercraft rentals, ensuring a smooth and professional experience.
- Provide courteous, consistent customer service throughout the rental and return process.
- Clean and maintain paddles, paddleboards, kayaks, and rental docks, including power washing as required.

Program & Event Support

- Provide on-site support during events to ensure resident safety, positive engagement, and smooth operations.
- Help troubleshoot minor issues during events and promptly communicate larger concerns to the Programs Coordinator or management.
- Assist the Programs Coordinator with the setup, execution, and takedown of community programs and events, ensuring all materials, equipment, and spaces are prepared and organized.
- Help manage attendance, equipment, and logistics for scheduled activities, including sign-ins, equipment distribution, and participant flow.
- Assist with monitoring participant activity to ensure safe use of equipment, adherence to program guidelines, and a positive resident experience.



Jensen Lakes

- Provide general customer service during programs and events, answering questions, offering direction, and assisting residents as needed.
- Support event preparation by setting up tables, signage, activity zones, and program materials as required.
- Support post-event cleanup, equipment organization, and resetting of spaces to ensure readiness for regular park operations.

Team & Leadership Support

- Manage and handle resident inquiries, complaints, and operational problems, escalating issues to the appropriate management when necessary.
- Assist the General Manager, Park Foreman, and Programs Coordinator with team support and operational coordination.
- Inspect facilities, equipment, and work areas for safety hazards and report concerns promptly.
- Prioritize a strong safety mindset in all duties and interactions.
- Communicate effectively with team members to ensure smooth daily operations.
- Support colleagues during peak times, shift transitions, and special events.
- Report safety concerns, incidents, or operational issues to supervisors in a timely and accurate manner.
- Demonstrate initiative by completing tasks proactively without needing to be asked.
- Contribute to a positive, collaborative, and safety-focused team culture.

Core Attributes

- **Reliable & Punctual**
Consistently arrives on time, completes assigned tasks, and works effectively with minimal supervision.
- **Safety-First Mindset**
Actively identifies hazards, follows safe work practices, and uses protective equipment appropriately.
- **Customer-Focused**
Engages with residents in a friendly, respectful, and professional manner, prioritizing their safety, comfort, and overall experience.
- **Team-Oriented**
Collaborates well with colleagues, adapts to changing priorities, and contributes to a positive and safe work environment.



- **Detail-Oriented**

Maintains accurate records, follows established procedures, and ensures proper handling and care of equipment.

Experience & Skills

- **Groundskeeping & Landscaping**

Familiarity with mowing, weeding, trimming, and basic landscaping tools.

- **Small Engine Operation**

Comfortable using or learning equipment such as snow blowers, trimmers, air pumps, or similar tools.

- **Tool & Equipment Familiarity**

Basic knowledge of common tools and safe equipment handling practices.

- **Data Entry & Record Management**

Ability to maintain trackers, update membership information, organize digital files, and ensure documentation is complete and accurate.

- **Communication & Customer Service**

Friendly, professional approach to resident interactions, with the ability to provide clear information, assist with inquiries, and support a positive resident experience.

- **Multitasking & Prioritization**

Able to manage multiple responsibilities in a fast-paced environment, balancing administrative tasks with on-site operational support.

- **Problem-Solving & Initiative**

Comfortable identifying issues, offering solutions, and supporting the team during busy periods or special events.

Education & Competencies

- High school diploma or equivalent
- Strong communication and problem-solving skills
- Ability to work independently and manage multiple tasks
- Demonstrated professionalism and sound judgment
- Ability to follow established procedures and policies consistently

Working Conditions

- Outdoor work in varying weather conditions
- Indoor/office-based work with occasional event or program support
- Flexible shifts, including evenings or weekends as required
- Ability to lift up to 30 lbs
- Periods of standing, walking, or light physical activity



Jensen Lakes

Additional Assets (Optional but Beneficial)

- First Aid Certification (preferred)
- Valid Driver's License (preferred)
- ProServe Certification
- Pleasure Craft Operator Card (Boating License)
- WHMIS Certification (preferred)
- 1+ year(s) experience in property maintenance, recreation, hospitality, or administrative support

Application

Wage will be commensurate with qualifications and experience. This position offers an exciting opportunity to contribute to the operations of a unique and exclusive park and facility with exceptional amenities in the Jensen Lakes community.

If you meet or exceed the qualification requirements, please forward your cover letter and resume (including wage expectations and availability) to:

Calvin Kho - General Manager

Manager@jensenlakeshoa.ca