

JOB DESCRIPTION

Position Title Facilities Operator I
Report to Title Manager of Recreation Facilities/ Lead Hand

Position Details

Position status: Full time
Location: Assigned Town of Minto Parks/Recreation Facilities
Pay method (Salary or Hourly): Hourly
Group Benefits: Yes
Normal workweek: 40 Hour work week
Overtime: Eligible after 40 hours/week
On Call: Yes

Town of Minto Vision

We celebrate the values of country living and community life.

Neighbourliness and togetherness.

Stability, safety and affordability.

Volunteerism for the benefit of each other, and for the good of our town.

Responsible economic growth.

Respect for nature and what it provides.

These values are what make us unique, and what make the Town of Minto the community where families belong.

A – RESPONSIBILITIES (includes accountabilities)

1) Scope of Position

- To provide day to day operations to municipally owned parks, recreation facilities, and related equipments; while adhering to the Town's human resource policies.
- This position provides good relationships between patrons using Town of Minto Parks and Facilities and the Town of Minto.

2) Key Responsibilities

- **Operations & Program Delivery**

- Respond to recreation inquiries from the public, council and staff, providing feedback when required. A high level of customer service and courtesy must be used at all times to promote a pleasant public image.
- Assist in facility bookings and deal with customer requests
- Perform duties listed within the Town of Minto's Recreation department's preventative maintenance schedule.
- Assist in the installation and maintenance of arena ice
- Safely operate refrigeration equipment
- Assist in opening and closing assigned swimming pools, wading pools and splash pads, and their water chemistry during operating hours.
- Conduct regular facility inspections
- Ensure that parks and facilities are safe, clean and operational as needed to encourage maximum use
- Maintain HVAC equipment
- Be able to work and oversee alcohol related events
- Be aware of emergency procedures
- Person must follow detailed instructions from event organizers within assigned town facilities and parks, ensuring all events run smoothly and on time.
- Set up facilities for programs and tidy up after
- Person is required to work alongside other municipal staff and sub-contracted help when required.
- A person shall ensure all Town assets within the facilities department are maintained properly

- **Human Resources (HR)**

- To provide guidance and supervision for applicable part time staff

- **Spending, Budgets & Internal Control**

- Maintains accurate records relating to log books, and other recreation documentation.
- Handling money and writing receipts

- **Health & Safety**

- Ensures work sites are maintained in a clean and safe manner and that health and safety practices are implemented.
- Ensures the Occupational Health and Safety policies and procedures are followed.
- Responsible for safe chemical use and storage
- Report and repair/replace damaged equipment and deal with dangerous situations
- Ensures facilities are maintained in accordance with provincial acts including fire, health, liquor license, etc.

- **Other**

- Completes other duties assigned by management.
- Complies with policies and procedures of the municipality
- Must maintain an acceptable personal appearance and dress according to the function or task at hand.

3) **Key Relationships to be managed**

External

- People renting parks and facilities and community volunteer groups.

Internal

- Show good communication skills (both written and verbal).

Public Relations

- This position is involved with the Public on a daily basis

4) **Creativity**

- Creativity required is limited, needed only during problem solving situations

5) **Autonomy**

- This position works independently on a regular basis; however there are times where this position will be working with the Lead Hand.

B – QUALIFICATIONS

1) **Formal Education and Training**

Diploma/degree/certificate

- Must possess grade 12 diploma or equivalent
- Post-secondary education in parks and recreation facilities management is an asset

License

- Must have a valid Class G driver's license

Other systematic formal instruction

- WHMIS
- First Aid & CPR
- Defibrillator Training
- Smart Serve

2) **Ongoing Personal Development**

- Continual training and course update may be required including courses in refrigeration, arena operation, pool operation & chemistry, baseball diamond & soccer field maintenance

3) **Work Experience**

- Experience in Facility Operations is an asset.

4) Decision Making Authority and Judgment Skills

- This position only makes decisions in the absence of the Lead Hand. A high percentage of their time is spent working independently.

5) Problem Solving Skills

- Most duties are in accordance with established policies and procedures. Attempts to solve problems under the direction of the Lead Hand as they arise. If expertise is required, employee should seek advice from the Manager of Recreation Facilities

6) Interpersonal and Communications Skills

- Both written and oral skills are required on a daily basis to perform this position well.
- Ability to work well with others, both internal and external.

7) Leadership skills

- This position requires limited leadership skills. this position helps to provide guidance to other part time staff such as the Booth Attendants or Student Clean Up positions

8) Personal Organization and Time Management Skills

- Some personal organization and time management skills are required
 - Ability to multi task
 - Efficiently manages time and priorities
 - Follows through to ensure timely completion of tasks
 - Works to ensure thoroughness and accuracy in completion of tasks
 - Handle fast pace & many interruptions

9) Other Required Skills (practiced ability) not already listed above

- Working knowledge Keystone
- Customer Service
- Conflict Resolution
- Working knowledge of Computer equipment

10) Required Knowledge (familiarity gained through experience) not already listed above

- Knowledge of all parks and recreation services including refrigeration, arena operation, pool operation and chemistry, baseball diamonds and soccer field maintenance.
- Knowledge of mechanical/vehicle maintenance standards and safety procedures.
- Basic knowledge of Town services, policies and procedures and bylaws.
- Awareness of hazardous substances (WHMIS) on site and in workplace with regard to safety procedures and basic first aid and safe operation of tools
- Ability to operate trucks, power tools, tractors and ice resurfacers.
- Experience in plumbing and carpentry is considered an asset.

C – EFFORT & WORKING CONDITIONS

1) Physical Effort and Environment

- Physical effort and manual labour is required on a daily basis
- Must be available to work shifts including days, afternoons, midnights and weekends
- Exposure to heat , cold , wet and icy conditions
- Heavy lifting is required

2) Mental Effort and Environment

- A high percentage of time is spent working in a public environment which can be stressful.
- Work is done to ensure customer schedules are on time and uninterrupted.
- Environment can be rewarding one day and draining the next.
- Occasional exposure to members of the public in stressful and high energy situations (sporting events) or in partially intoxicated situations

D – KEY PERFORMANCE MEASURES

- A safe and clean environment must be provided for the public and user groups
- Provide a high level of customer service that provides a pleasing environment
- Ensure programs run on time and uninterrupted preventing conflicts
- Log books and occurrence reports must be accurate and up to date
- Employee will use appropriate personal protective equipment and work safely
- The preventative maintenance schedule will be followed to keep municipal assets in good condition
- Ensure tasks are done on time