

**MUNICIPALITY OF HURON EAST
JOB DESCRIPTION**

POSITION TITLE:	RECREATION FACILITY OPERATOR - CERTIFIED	
Department:	Recreation	
Reports to (Title)	Recreation Facility Manager – SDCC	
Job Description last updated on (Date):	August 17, 2022	

POSITION DETAILS	
Position Status (full-time/part-time/seasonal)	Full-Time
Primary Work Location	Seaforth & District Community Centre
Pay Method (salary/hourly)	Hourly
Normal Workweek (# of hours)	40 hours / week
Overtime Status (paid/unpaid/rate/after x# hours)	Time in lieu
Benefits:	OMERS? YES / NO Group Benefits? YES / NO

GENERAL DESCRIPTION (OVERVIEW) OF POSITION	
The Recreation Facility Operator provides operational, maintenance, and custodial services for the Recreation Facility, including arena, halls, tennis courts, soccer fields and open park areas.	
1.	Scope of position
<ul style="list-style-type: none"> i. Assists with the Recreation Facility’s day to day program and mechanical operations ii. Ensures the Facility is maintained in a safe clean and attractive condition. iii. Responds to inquiries from the public, liaises with public users of the facility and provides excellent customer service. 	

2.	Key Responsibilities
<ul style="list-style-type: none"> i. Reviews assignments and daily schedule of events at the start of each shift to ensure the facility is ready for use. ii. Assists with the scheduling and supervision of part-time personnel. iii. Liaises with user groups regarding facility rentals and makes necessary arrangements for events, including hall contracts. iv. Assists with sales, inventory control and returns of beer and alcohol in fully licensed establishment. v. Responds to requests and complaints on a daily basis. vi. Sets up hall or Arena for special events. vii. Performs tear-down and clean up following events. viii. Assists with putting in and removing ice. 	

- ix. Checks compressors regularly, performing basic maintenance such as oiling, cleaning, minor repairs, etc.
- x. Floods and cleans ice, changes net pegs and related duties.
- xi. Checks ice resurfacers regularly, performing blade changes and basic maintenance such as greasing, oiling and changing propane tanks.
- xii. Ensures adequate heating, ventilating and air conditioning in the arena and hall, adjusting controls as necessary.
- xiii. Responsible for routine maintenance on plumbing, electrical, heating, air conditioning, and related systems in building.
- xiv. Responsible for the lay out and painting of ice surface.
- xv. Maintains logbook and other required records on compressors, electrical equipment, first aid supplies, etc.
- xvi. Provides skate sharpening services.
- xvii. Provides staffing for in house programs such as lacrosse, ball hockey, pickleball, shuffleboard, and other organized community events.
- xviii. Responsible for grass-cutting and trimming at various municipal properties throughout spring, summer and fall.
- xix. Responsible for watering flowers and parks maintenance.
- xx. Counts, verifies and records daily receipts for bank deposits.
- xxi. Cleans sidewalks, sweeps and cleans dressing rooms, washrooms and other areas.
- xxii. Assists with repairs or minor alterations to building, e.g. carpentry, plumbing, painting, etc.
- xxiii. Maintains security and controls during events.
- xxiv. Opens/closes the arena in the evenings during the spring and summer seasons.
- xxv. Performs other duties as assigned.

SECTION A: SKILLS

1.	Knowledge
a)	Education – minimum education required (e.g.: High School, College Diploma, University Degree, Certificate, etc.)
	<ul style="list-style-type: none"> • Secondary School Diploma
b)	Formal Training (designation(s) or certification(s)) required:
	<ul style="list-style-type: none"> • ORFA Certified Ice Technician or Basic Refrigeration • First Aid/CPR with AED certification or willingness to become • Propane Safety Certification • Smart Serve certification or willingness to become
c)	Experience - Minimum number of years of related work experience necessary to achieve proficiency on the job.

<ul style="list-style-type: none"> • Minimum of two (2) years of experience in facility operations. • Experience working with computers and job related software (Microsoft Office). • Must possess and maintain a valid Class G Driver's License. • Working knowledge of basic building maintenance. • Ability to operate a variety of light machinery and maintenance equipment safely and efficiently. • Ability to deal with the public with diplomacy and tact. 	
d)	Other key skills necessary to achieve proficiency on the job. Examples: time management, organizational skills, leadership, computer knowledge, knowledge of local by-laws, knowledge of municipal statute, knowledge of Ontario Statute, certain licenses, ability to handle certain equipment, dexterity with hands
Time Management	Teamwork
Good Interpersonal Skills	Decision-making Skills
Computer knowledge/skills	Communication skills
Customer Service Skills	Work independently and with others
Knowledge of local facility by-laws and share agreements	Good Physical condition – ability to lift 25kg
Confidentiality	Leadership

2.	Decision Making – judgment, problem solving, creativity, initiative and analysis. Describe the following:
	<ul style="list-style-type: none"> • Routinely uses judgment in decision making to prioritize projects and tasks, assess severity of equipment problems and appropriate action, and deal with emergency situations • Some creativity required to deal with unforeseen circumstances • Provide feedback and input on procedures, and assist in creation of policies, procedures and systems, as required • Limited safe guarding of confidential information. • Provide functional guidance to Facility Attendants and Summer Students

3.	Communication – written, verbal and interpersonal
a)	Internal contacts (council, managers, non management staff)
	Council, CAO, Department Heads, and staff
b)	External Contacts (general public, suppliers, government, professionals, boards, etc)
	General public, suppliers, government, ministry contacts, and boards.
Nature of the communication:	

- Communicates daily with Manager regarding daily assignments and duties.
- Communicates frequently with general public, public users of the facility to exchange information.
- Communicates with suppliers to convey equipment maintenance issues.
- Communicates with internal staff to convey information.

SECTION B: EFFORT

1.	Mental Effort – concentration and attention, complexity and analysis required and mental fatigue.
	<ul style="list-style-type: none"> • Often required to perform multiple tasks within a shift to meet the needs of the public and the facility. • Concentration and attention required when dealing with chemicals and mechanical equipment to avoid accidents and injury. • Complexity and Analysis required when troubleshooting and repairing equipment. • Concentration required when balancing daily bank deposits to ensure accuracy.
2.	Physical & Manual Effort, manual dexterity, complexity, volume of work, sensory requirements, and physical fatigue.
	<ul style="list-style-type: none"> • Work is performed in a municipal facility and/or outdoors with some risk of exposure to chemicals, oily, hot machinery and unruly patrons. • Manual dexterity required to operate specialized equipment. • Work can be physically strenuous including, but not limited to, shoveling, sweeping, bending, lifting, carrying, and standing over extended periods of time as well as the use of equipment and supplies

SECTION C: RESPONSIBILITY

1.	Program Delivery: contact with the public, public relations, accountability, accuracy, consequence of errors, degree of independence in development/evaluation of programs/services, responsibility for policies and procedures, responsibility for planning
	<ul style="list-style-type: none"> • Performance of duties has an immediate impact on programs and services. • Interaction with the public occurs frequently. • Encouraged to make recommendations to Recreation Facility Manager for improving the effectiveness and efficiency of duties.
2.	Human Resources: personnel policies and procedures, supervision, health and safety, training
	<ul style="list-style-type: none"> • Assists with the scheduling and supervision of part-time personnel and volunteers. • Expected to adhere to the policies and procedures regarding Health & Safety outlined by the Municipality.
3.	Material & information resources – equipment, property, data records and software, confidentiality

- Maintains logbook and other required records on compressors, electrical equipment etc.
- Responsible for reporting unmaintained, potentially dangerous property or equipment that could affect the safety of the public and/or staff.

4.	Financial Resources – budgets, treasury, accounting and confidentiality
	<ul style="list-style-type: none"> • Limited safeguarding of confidential information relating to facility invoicing and payments.

SECTION D: WORKING CONDITIONS

1.	Physical surroundings and hazards
	<ul style="list-style-type: none"> • Work is performed in a municipal facility and/or outdoors with some risk of exposure to chemicals, oily, hot machinery and unruly patrons • Work involves some bending, lifting, climbing and carrying. • Possible exposure to extreme or inclement weather conditions when working outside. • Required to work shifts, including evenings and weekends
2.	Mental Environment – interruptions, dealing with public, deadlines, control of work schedule, monotony, social disruption
	<ul style="list-style-type: none"> • Frequent interaction with the public. • Must balance multiple tasks at a time with frequent interruptions.

SECTION E: APPROVAL

Employee Approval	
I have reviewed the above job description and agree it is accurate and complete.	
Name	
Signature	
Date	

Supervisor Approval	
I have reviewed the above job description and agree it is accurate and complete.	
Supervisor Name	
Supervisor Signature	
Date	

Next Level of Supervision (If applicable)	
I have reviewed the above job description and agree it is accurate and complete.	
Supervisor Name	

Supervisor Signature	
Date	