

**MUNICIPALITY OF HURON EAST
JOB DESCRIPTION**

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| POSITION TITLE: | RECREATION FACILITY OPERATOR - CERTIFIED | |
| Department: | Community Services | |
| Reports to (Title) | Recreation Facility Supervisor | |
| Job Description last updated on (Date): | July 6, 2023 | |

| POSITION DETAILS | |
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| Position Status (full-time/part-time/seasonal) | Full-Time |
| Primary Work Location | Seaforth & District Community Centre, Brussels, Morris & Grey Community Centre, and various parks throughout Huron East |
| Pay Method (salary/hourly) | Hourly |
| Normal Workweek (# of hours) | 40 hours / week |
| Overtime Status (paid/unpaid/rate/after x# hours) | Time in lieu after 40 hours |
| Benefits: | OMERS? YES Group Benefits? YES |

| GENERAL DESCRIPTION (OVERVIEW) OF POSITION | |
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| The Recreation Facility Operator provides operational, maintenance, and custodial services for parks and recreation, 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 parks and recreation day to day program and mechanical operations ii. Ensures the parks and facilities are maintained in a safe clean and attractive condition. iii. Responds to inquiries from the public, liaises with public users of the parks and facilities and provides excellent customer service. | |

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| 2. | Key Responsibilities |
| <ul style="list-style-type: none"> i. Reviews assignments and schedule of events to ensure the facility is ready for use. ii. Liaises with user groups regarding facility rentals and makes necessary arrangements for events. iii. Assists with sales, inventory control and returns of beer and alcohol in fully licensed establishment. iv. Responds to requests and complaints on a daily basis. v. Sets up facility spaces for special events. vi. Performs tear-down and clean up following events. | |

- vii. Assists with installation and removal ice.
- viii. Checks compressors regularly, performing basic maintenance such as oiling, cleaning, minor repairs, etc.
- ix. Floods and cleans ice, changes net pegs and related duties.
- x. Checks ice re-surfacer regularly, performing blade changes and basic maintenance such as greasing, oiling and changing propane tanks.
- xi. Ensures adequate heating, ventilating and air conditioning in the facility, adjusting controls as necessary.
- xii. Responsible for routine maintenance on plumbing, electrical, heating, air conditioning, and related systems in building.
- xiii. Responsible for the lay out and painting of ice surface.
- xiv. Maintains logbook and other required records on compressors, electrical equipment, first aid supplies, etc.
- xv. Provides skate sharpening services.
- xvi. Provides staffing for in house recreational programs including, but not limited to, lacrosse, ball hockey, pickle ball, curling, shuffleboard, and other organized community events.
- xvii. Responsible for grass-cutting and trimming at various municipal properties throughout spring, summer and fall.
- xviii. Responsible for watering flowers and parks maintenance.
- xix. Counts, verifies and records daily receipts for bank deposits when required.
- xx. Cleans sidewalks, sweeps and cleans dressing rooms, washrooms and other areas.
- xxi. Help maintain outdoor pool as required.
- xxii. Assists with repairs or minor alterations to building, e.g. carpentry, plumbing, painting, etc.
- xxiii. Maintains security and controls during events; ensures security contractors are present at events as required.
- xxiv. Opens/closes the arena in the evenings during the spring and summer seasons.
- xxv. Performs other duties as assigned.

SECTION A: SKILLS

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| 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 • Working at Heights Training or ability to obtain • Must possess and maintain a valid Class G Driver’s License with clean drivers abstract. • Must maintain a clean Criminal Reference Check with Vulnerable Sector • Smart Serve certification or willingness to become |

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| 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). • 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 |

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| 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 part-time staff |

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| 3. | Communication – written, verbal and interpersonal |
| a) | Internal contacts (council, managers, non management staff) |
| | Council, CAO, Department Heads, Manager, 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

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| 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. |

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| 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

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| 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. |

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| 2. | Human Resources: personnel policies and procedures, supervision, health and safety, training |
| | <ul style="list-style-type: none"> • Expected to adhere to the policies and procedures regarding Health & Safety outlined by the Municipality. |

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| 3. | Material & information resources – equipment, property, data records and software, confidentiality |
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- 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.

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| 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

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| 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

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

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

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

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| Supervisor Signature | |
| Date | |