

## Job Description

### **FACILITY ATTENDANT, COMMUNITY SERVICES**

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#### **Position Synopsis and Purpose**

The Facility Attendant report to the Operations Coordinator and is overseen by the on-duty Facility Operator in their absence. The position performs duties related to facility cleaning and maintenance while also acting as a public skating monitor for the assigned facilities. This position works shifts primarily on weekday evenings and weekends.



#### **Maintenance**

##### **Customer Service (65% of Time)**

- Assist the Facility Operator with the cleaning and maintenance of recreation facilities including: arenas, fitness centres (if applicable), meeting rooms/auditoriums, lobbys, washrooms, changerooms, viewing areas and stairways
- Cleaning will include sanitizing of all areas within the facility, both public and staff areas, including sweeping, mopping, scrubbing/sanitizing of bathroom fixture, garbage/recycling removal and using power cleaning equipment
- Snow removal/de-icing of sidewalks and other outdoor areas
- Proper PPE must be worn while performing specific duties identified by the Operations Coordinator

##### **Ice Operations (25% of Time)**

- Assist in Ice Resurfacing operations including: preparing the ice for resurfacing, moving/securing nets, patching of holes, monitoring for safety issue and shovelling snow
- Prepare and clean ice resurface, if requested.

##### **Skate Patrol (5% of Time)**

- Effectively patrol public skating with an emphasis on the safety of the patrons while promoting leisure
- Monitor access to public skating and enforce all posting recreation skating rules

## Other Related Responsibilities (5% of Time)

- Other duties as directed by the on-duty Facility Operator and/or Operations Coordinator or Operations Manager as relevant to the position.
- Receives and responds to inquiries and complaints; deals with all contacts in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times.
- As a member of the municipal team, will be responsible for serving the citizens of Middlesex Centre by meeting the taxpayers' needs and expectations, striving to be the best through attitude, training and creativity. Representing the municipality as a strong, integrated organization dedicated to high quality, viable services.

Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its regulations, along with corporate safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



## Minimum Qualifications

### Education (degree/diploma/certifications)

- Grade 9 Education
- 14+ years old

### Experience

- Public relations/customer service experience in dealing with members of the public
- Experience in the operation of related equipment, demonstrated mechanical aptitude and knowledge of the *Occupational Health and Safety Act*

### Knowledge/Skill/Ability

- Exceptional customer service skills
- Ability to deal effectively with the public
- Ability to work with minimal supervision
- Good leadership and interpersonal skills
- Proficient ice skater
- Experience in a facility operations environment is an asset
- Experience/knowledge of cleaning procedures is an asset
- Current First Aid/CPR preferred

Note: As a condition of employment, the incumbent must provide a successful criminal and vulnerable sector screening and background check.



## Work Setting

### Contacts

Contact	Frequency	Nature of Interaction
Public	Regular – weekly	Public inquiries
Department	Frequent – daily	Facility Operators, Operations Coordinator, Operations Manager
Contractor / Consultants	Rare – one in a while	Provide access when previously arranged
Municipal Departments	Rare – one in a while	Provide staff and equipment assistance

### Work Conditions

This position’s time is spent predominantly in the municipal arenas in a cold environment. There may be occasional work in other recreation facilities such as community centres, parks, trails, gardens, grounds and playfields.

Hours of work is on a rotational schedule which will include evenings and weekend work.

This position works with potentially hazardous cleaning products controlled under WHMIS. The use of Personal Protective Equipment will be required and supplied when prescribed.



## Corporate Values

**Respect** – We are an open, courteous and inclusive workplace that values and celebrates the varied backgrounds and experiences of our community. We ensure every resident can participate in our community and engage with our municipal government.

**Cooperation** – We work in a spirit of trust, collaboration and partnership across departments and with our community to achieve our shared goals.

**Innovation** – We embrace innovation to improve our delivery of services. We take initiative, and are flexible and creative in anticipating and adapting to changing conditions.

**Integrity** – We take accountability for our actions and deliver what we promise. We are truthful and honest in how we do our job. We inspire public confidence and trust in our municipal government.



## Position Classification

<b>Position Title</b>	Facility Attendant
<b>Division</b>	Facility Services
<b>Department</b>	Community Services
<b>Classification</b>	Non-Union
<b>Branch</b>	
<b>Reports to (Direct)</b>	Community Services Operations Coordinator
<b>Equivalency Code</b>	N/A
<b>Hours per Week</b>	0-24
<b>Effective Date</b>	July 16, 2021
<b>Revision Date</b>	July 9, 2021