Outdoor Rink Operator

Position Code: 171

Department: Parks, Recreation & Culture

Division: Recreation Facilities

Reports To: Supervisor, Recreation Facilities

Direct Reports: None

Pay Band: 6

Effective: November 2022

Revised:

Status: Seasonal Full-Time Non-Union

Indirect Reports: None

Position Summary

Reporting to the Recreation Facilities Supervisor, Outdoor Rink Operators are responsible for performing custodial functions, maintenance and minor repair, ice maintenance, responding to queries and problems, opening and closing functions, ensuring the facility is clean and safe for users, and for providing exceptional customer service related to recreation facilities. The main duties and responsibilities for the position are in the areas of equipment and facilities maintenance, custodial functions, recreation facilities operations, supplies inventory, and building security.

Duties and Responsibilities

1. Equipment and Facilities Maintenance (35%):

(a) Perform minor building maintenance, which includes painting; mechanical, plumbing, electrical and structural repairs; and assisting with ice glass replacement as required.

(b) Ice installation, perform and maintain proper ice maintenance, which includes flooding and scraping ice; edger operations; maintaining, recording, and monitoring appropriate ice thickness; performing board repairs; and, conducting ice machine maintenance (e.g., blade replacement, etc.).

(c) Maintain the compressor room, which includes initiating day/evening setting; logging refrigeration room readings on a two (2) hour basis; purging oil from chiller, charging compressors with oil, and changing brine temperatures, as instructed; performing water tests; and, monitoring the overall proper working condition of the refrigeration equipment, notifying supervisor of malfunctions, and rotating brine pumps.

(d) Perform minor facility and equipment maintenance and repair such as light tube replacement and grease fittings as required.

(e) Assist during special events, including equipment and material setups and teardowns.

(f) Perform snow removal using tractor, snow blower, shovels and salt to ensure a safe and clean entry and exit to all facilities during winter months.

2. Custodial Functions (35%):

(a) Maintain and ensure a clean and safe recreation facility, which includes daily cleaning of washrooms, change room; cleaning windows; sweeping and mopping floors; and, emptying and collecting garbage for disposal.

(b) Conduct opening/closing duties, which include remove snow from all entrances, exits and walkways; activate appropriate lighting for scheduled facility activities; and perform end of shift checks; lock up facility. Respond to facilities alarms as required.

3. Recreation Facilities Operations (20%):

(a) Assist in the daily operations and maintenance of recreation facilities, which includes receiving and responding to incoming enquires and problems; fostering good working relationships, public safety awareness, and providing any facility security necessary; maintaining current knowledge of scheduled activities and events.

(b) Complete incident and accident reports, notifying supervisor of same; contact appropriate emergency services as required.

4. Supplies Inventory (5%)

(a) Assist in maintaining and monitoring an inventory of supplies, which includes informing supervisor of low inventory of cleaning supplies, receiving and confirming accuracy of shipments, stocking supplies in appropriate storage locations.

5. Building Security (5%):

(a) Perform closing of building with inspection and security sweep.

(b) Performs opening functions as required.

(c) Check building safety equipment such as emergency lighting, fire extinguishers, entrance and exit doors, etc.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary

personal protective equipment (e.g. safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Ontario Secondary School Diploma or equivalent.
2. Six (6) months of janitorial and/or minor building maintenance, refrigeration plant and/or general machine operation experience. Experience in painting, mechanical, plumbing, electrical, carpentry, and structural repairs.
3. Possess or willing to obtain certification in Basic Refrigeration, WHMIS, Working at Heights, and ladder. Ability to operate ice resurfacing machine, tractor and ice edger.
4. Ability to work independently, to lift-up to 40 pounds, and to work in compliance with the Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes, and departmental policies/procedures/practices and operational guidelines. Physically capable of performing the required functions of the position (e.g., standing, walking, skating, lifting, pushing, pulling), operating cleaning equipment, working in a cold environment (outdoors, arena) and wearing the applicable personal protective equipment (e.g., respirator, harness).
5. Excellent communication, interpersonal, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
6. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment. Possess high degree of initiative and personal integrity.
7. Working knowledge of Windows and Microsoft Office applications and office equipment.
8. Willing and available to work evenings, weekends and holidays.
9. Valid Class “G” driver’s license and current Driver’s Abstract with results satisfactory to the Employer. Ability and willingness to travel within the community as required.
10. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification.

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands require considerable standing, moving, walking, and occasional lifting (e.g., mop bucket, snow shovelling), climbing (e.g., onto ice resurfacer) and ladder climbing. The position uses the following tools and equipment: ice resurfacer, tractor, chopper (8 kg), blades (34 kg), 60 metres of 5-centimetre hose for flooding ice, plexiglass (1.2 x 1.2m, 22 kg) or tempered glass (350lbs.) (usually 2 – 3-person lift), hand and power tools, (e.g., grinder, vacuum, wrenches, etc.), power and manual cleaning equipment and tools (floor scrubber, multi-surface cleaner, power washer, mops, buckets, push broom, etc.), rubber gloves, leather gloves, steel toe boots, ear protection, face mask/respirator, and step and extension ladders.

Normal hours of work are forty (40) hours per week on a rotating shift schedule that includes days, evenings, weekends, and holidays. Normal shifts are ten (10) hours with a thirty (30) minute unpaid meal break. Flexibility in scheduling is necessary as there will be the occasional requirement to change shifts, respond to urgent matters, or work extra hours as required.

Physical Environment: Primarily outdoor environment within an enclosed garage/bay for filling the ice resurfacer, constant exposure to cold conditions, loud noises, and chemicals. Exposure to hazards includes chemicals, cleaning supplies, as well as potential exposure to biohazards, human waste, dust and dirt resulting in minimal discomfort. May work at other recreation facilities as required. Constant exposure to the outdoor environment in the winter clearing snow (cold temperatures) and picking up debris around facility.

Sensory Attention: Limited sensory attention, using usually one to two senses at a time under normal use.

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (75%) Occasional exposure to dissatisfied patrons. (25%)

Contacts and Dimensions

Direct Reports:	0
Indirect Reports	0
Total Employees Serviced:	0
Other Working Relationships:	Position communicates regularly with staff, participants/students, lifeguard and facility staff,

community groups/organizations, and members of the public.

Budget: n/a

Salary Budget: n/a

Review and Signatures

Employee Name: _____

Signature:_____ Date: _____

Supervisor Signature:_____ Date: _____

Manager/HR Signature: _____ Date: _____