



Recreation Facility Attendant

Position Code: 77

Pay Band: 5

Department: Parks, Recreation & Culture

Effective: March 2016

Division: Recreation Facilities

Revised: May 2024

Reports To: Supervisor,
Recreation Facilities

Status: Permanent Part-Time
Non-Union

Direct Reports: None

Indirect Reports: Rink Helpers

Position Summary

Reporting to the Recreation Facilities Supervisor, Facility Attendants are responsible for performing custodial functions, building and equipment maintenance and minor repair, ice maintenance, responding to enquiries and concerns, opening and closing functions, ensuring the facilities are clean and safe for users, and for providing exceptional customer service related to the arena and/or aquatic facilities. The main duties and responsibilities of the position are in the areas of facility operations and janitorial functions.

Duties and Responsibilities

1. Facility Operations (50%)

- (a) Assist in the daily operations and maintenance of the arena, which includes: receiving and responding to incoming enquires and concerns; fostering good working relationships and public safety awareness and providing any facility security necessary; collecting admissions for public skating and shinny hockey, assigning dressing rooms and keys to patrons; maintaining current knowledge of scheduled activities and events.
- (b) Perform and maintain proper ice maintenance, which includes: flooding and scraping ice; edger operations; performing board and gate repairs, replacing rink glass; conducting ice machine maintenance (e.g., blade replacement).
- (c) Perform minor building maintenance; painting and drywall repair.
- (d) Complete accident and incident reports, notifying supervisor of same; contact appropriate emergency services as required.
- (e) Conduct opening/closing duties, which include: activate/de-activate

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security alarm; checking fire alarm panel; removing snow from all entrances and exits; activate appropriate lighting for scheduled arena activities; performing end of shift security and alarm checks.

- (f) Assist during special events, including equipment and material setups and teardowns.
- (g) Assist in maintaining an inventory of supplies, which includes: ordering, receiving and confirming accuracy of invoices and shipments; stocking supplies in appropriate storage locations; refilling paper and soap dispensers as required; provide notification of when supplies are low.

2. Janitorial Functions (50%)

- (a) Maintain and ensure a clean and safe arena and/or aquatic facility, which includes: daily cleaning washrooms and change rooms, meeting rooms, offices, windows, sweeping, mopping and scrubbing floors, emptying and collecting garbage.

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. Certification in propane handling and confined space entry (or willing to obtain).
3. Six (6) months of experience in janitorial, minor building maintenance, refrigeration plant, or general machine operation. Appreciation for arena sports an asset.
4. Working knowledge of ice maintenance and equipment operation, departmental policies and procedures, and chemical water treatment testing. Experience in painting, mechanical, plumbing, carpentry, and structural repairs.
5. Good 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 initiative and personal integrity.

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7. Physically capable of performing the required functions of the position (e.g., standing, walking, skating, lifting, pushing, pulling), operating cleaning equipment, working in an arena (cold) and pool (warm) environment with water hazard. and wearing the applicable personal protective equipment.
8. Working knowledge of Windows and Microsoft Office applications and office equipment.
9. Willing and available to work evenings, weekends and holidays.
10. 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.
11. 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 demand requires ability to bend, lift, mop, vacuum, sweep, and shovel.

Physical demand requires considerable standing, moving and walking, and occasional lifting (e.g., mop bucket, snow shovelling). Moderate physical effort including walking, standing with some awkward positions. (85%) Heavy physical effort on an infrequent basis with various duties. Occasionally required to lift up to 22.7 kg/50 lbs. (15%)

Normal hours of work are up to twenty-four (24) hours per week, on a rotating schedule which includes evenings, weekends, and holidays. Flexibility in scheduling is necessary as there will be the requirement to change shifts and/or work extra hours as needed.

Physical Environment: Primarily indoors environment typically within an enclosed arena or aquatic facility. Physical demand requires considerable standing, moving and walking, and occasional lifting (mop bucket, snow shovelling) and climbing (up onto ice resurfacer) and ladder climbing. Constant exposure to cold temperatures, aquatic environment with exposure to humidity and water hazards, loud noises, ammonia/chemicals. Exposure to hazards including exposure to chemicals and cleaning supplies, potential exposure to bio-hazards, dust and dirt resulting in minimal discomfort. (100%)

Sensory Attention: Limited sensory attention, using usually one sense at a time under normal use. (75%) In the role of Arena operations, uses the following tools: ice resurfacer, propane tanks, chopper (8 kg), blades (34 kg), 60 metres of 5 centimetre

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hose for flooding ice. Plexi-glass (1.2 x 1.2m, 22 kg) (usually 2 – 3 person lift), hand and power tools (e.g., grinder, vacuum, wrenches), cleaning tools and supplies (e.g., mops, buckets, push broom), rubber gloves, leather gloves, steel toe boots, ice cleats, ear protection and step and extension ladders. (25%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (95%) Occasional exposure to dissatisfied patrons. (5%)

Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____