

JOB DESCRIPTION & QUALIFICATION SPECIFICATIONS

POSITION:	Operator (Winter) – Community Centre
REPORTS TO:	Manager of Community Centre, Parks & Facilities
EFFECTIVE DATE:	July 2026

General Accountability:

Under the general direction of the Manager and Lead Hand of Community Centre, Parks & Facilities or designate, the Community Centre Operator is responsible for the maintenance, general upkeep and overall cleanliness and sanitation of the Community Centre and surrounding park area. This includes being responsible for providing quality customer service to a wide variety of facility patrons by assisting with ice bookings, Fitness Centre memberships answering questions and providing assistance with any concerns that may arise. In addition, the incumbent will be responsible for the opening and closing buildings and facilities; the arming and disarming of the security system, and the thorough inspection of building interiors and exteriors for health and safety concerns or hazards.

Specific Accountabilities:

This job requires the incumbent to be responsible for assisting in the maintenance and general upkeep of the Community Centre and the immediate surrounding area, replacement or repair of building hardware; maintenance of bleachers and dressing rooms; sanitation and general upkeep of washrooms; and the repair of any areas affected by vandalism or misuse.

Specific duties include:

- Being responsible for providing a safe and satisfactory ice surface for scheduled events.
- Being responsible for building cleanliness and sanitation including lobbies, washrooms, hallways meeting rooms, dressing rooms, spectator areas and the outside perimeter of the building.
- Ensuring the proper disposal of garbage/refuse/recycling.
- Ensuring an adequate supply of appropriate cleaning supplies and advising the Community Centre, Parks & Facilities Manager and Lead Hand of requirements.

- Making recommendations to the Community Centre, Parks & Facilities Manager and Lead Hand with regard to repairs and maintenance.
- Attending and being an active participant in staff meetings as required.
- Attending annual performance appraisals and related training and development.
- Responding positively and effectively to customer inquiries and concerns.
- Promoting good public relations to give the Township a positive public image through its recreation program and services.
- Ensuring that the Community Centre users comply with the zero-tolerance policy, reporting to the Manager and Lead Hand when compliance has not been met.
- Completing any other duties that may be assigned from time to time.
- Being responsible for providing skate sharpening service to the public.
- Being responsible for taking messages and communicating messages to receivers.
- Being responsible for signing pre-paid deliveries and verifying contents of deliveries.
- Being responsible for all receipts that are generated by users and for keeping accurate records of payments.
- Being responsible for pre-booking rentals over and above booked rentals for the Managers and Lead Hand's approval.
- Completing daily work diaries, inspection logs, and maintaining thorough records.
- Supervising facility's attendants, canteen attendants, lounge operators, community service workers and special program employees.
- Being responsible for the collection of revenue generated by their scheduled shift.
- Being responsible for equipment maintenance of such items as refrigeration equipment, ice resurfacers, ice edgers, furnaces, fans and motors. Must also be familiar with alarm system operations.
- Being responsible for opening, locking and securing the facility.

- Ensuring public safety at all times by following safety procedures and eliminating hazards.
- Ensuring the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Being responsible for emergency evacuation procedures in the event they may be required.
- Compliance with all Township Policies and Procedures including but not limited to the Townships Workplace Violence and Harassment Policy.

Mental and Physical Effort:

The following may be required to perform the job:

- The ability to continually interact with the public in a courteous and professional manner.
- The ability to engage in work that is often repetitive.
- The ability to work in circumstances where there is a lack of privacy.
- The ability to engage in focused listening.
- The ability to stand and walk for prolonged periods of time.
- The ability to lift and handle materials of moderate weight.

Working Conditions:

The following may be required to perform the job:

- The ability to work in an environment with constant noise.
- The ability to withstand exposure to colder temperatures in the arena.
- The ability to handle moderate exposure to hazardous substances and follow any safety guidelines that have been set forth.
- The ability to work productively despite frequent interruptions.

- The ability to perform multiple functions at any given time.
- The ability to work in a high profile setting with immediate exposure to the public.

Contacts:

Internal: Must interact with the Manager and Lead Hand and co-workers of the Community Centre for the purpose of obtaining and sharing information to complete work assignments.

External: Must interact with the general public in a courteous and professional manner, ensuring polite and tactful relations at all times.

Education, Background and Experience Required:

Incumbents are required to have an Ontario Secondary School Diploma or equivalent and have experience operating a facility. In addition, the following skills, knowledge and experience attributes are preferred:

- Working knowledge of basic and advanced refrigeration. Refrigeration certification B Licence is an asset.
- A valid Class G driver's Licence or above is preferred.
- Problem solving skills.
- Previous experience handling cash
- Propane training is an asset.
- Food Handlers course is an asset.
- Smart serve is an asset.
- The ability to operate ice resurfacing equipment and various parks equipment.
- The ability to perform general maintenance duties such as carpentry, plumbing, mechanics, and painting.
- Knowledge and understanding of the Workplace Hazardous Materials Information System (WHMIS), as well as CPR and First Aid training.

- Training and Education relating to facility operations as available through the Ontario Recreation Faculties Association.
- Demonstrated interpersonal and team skills.
- Experience in arena and parks maintenance is an asset.
- Knowledge and understanding of the temperatures and ideal requirements for various ice-related activities such as figure skating, hockey, broomball, curling, and public skating.
- Must be able to deliver good customer service, and possess adequate supervisory, organizational, presentation, leadership and communication skills.

The above descriptions reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position.

Incumbents(s) Approval

Approval Date

Supervisor's Approval

Approval Date