



Township of Douro-Dummer Job Description

POSITION TITLE: Parks & Recreation Operator

DEPARTMENT: Parks & Recreation Department

REPORTS TO: Manager or Lead Hand

DATE REVISED: March 2024

POSITION SUMMARY

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

RESPONSIBILITIES

- Being responsible for providing a safe and satisfactory ice surface for scheduled events.
- Being responsible for the facilities 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 Manager of Recreation Facilities or Lead Hand.
- Making recommendations to the Manager of Recreation Facilities or Lead Hand with regard to repairs and maintenance, as well as completing minor maintenance tasks in facilities, such as changing light bulbs, servicing UV systems, replacing ceiling tiles, and other related duties.
- 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 Centres users comply with the Township policies, reporting to the Manager 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 supplementary ice time over and above contract rentals for the Manager or Senior Administration Assistant's approval.
- Completing daily work diaries, inspection logs, and maintaining thorough records.
- Supervising facility's Parks and Recreation Labourers, community service workers and community centre users as required.
- Being responsible for the collection of revenue generated by his/her 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.

WORKING RELATIONSHIPS

Internal: Must interact with the Manager, Lead Hand and co-workers of the Township 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

KNOWLEDGE, TRAINING AND QUALIFICATIONS

The incumbent must have proficient knowledge of the following (or the willingness and ability to obtain):

- Working knowledge of basic and advanced refrigeration. Basic Arena Refrigeration is an asset.
- A valid Class G driver's licence or above.
- Propane training is an asset.
- The ability to operate ice resurfacing equipment, loaders, 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 Facilities Association.
- Demonstrated interpersonal and team skills.
- Experience in arena and parks maintenance 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.

SKILLS AND COMPETENCIES

- Ability to work indoors, outdoors and in variable weather conditions.
- Ability to take initiative, prioritize tasks, and work under deadlines.
- Ability to work in a team environment and work independently.
- Ability to be able to operate certain types of equipment (i.e.: Ice resurfer, ice edger, riding lawn mower, weed trimmer, push lawn mower, leaf blower, small hand/power tools, hedge trimmer, wheelbarrow, shovel, rake, etc.).
- Ability to be able to carry, lift, push, and/or pull light, moderate, and heavy amounts of weight.
- Ability able to maintain cordial work relationships with staff, other departments, and the public.
- Ability to be a focused listener in situations where full mental attention is required.
- Ability to be able to stand or sit for prolonged periods of time.
- Ability to be able to occasionally stoop, bend, twist, crouch and reach in certain situations.
- Make recommendations to the Manager/Lead Hand with regards to repairs and maintenance.
- Promote good public relations and give the Township of Douro-Dummer a positive public image through its parks and recreational services.
- Ensure the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

- Proven ability to communicate effectively as a front-line customer service representative within the municipal organizational structure and with the clientele and user groups of the municipality.
- Ensure positive interactions with co-workers for the purpose of obtaining and sharing information to complete work assignments.
- Ensure positive interactions with the public to provide information, ensuring polite and tactful relations at all times.

WORKING CONDITIONS

Work activities take place indoors with some exposure to cold temperatures, dirt, dust and noise. Some work activities take place outdoors with exposure to inclement weather. Non-routine work hours, seven days a week. Occasional lifting and carrying of items weighing up to 50lbs.

Please note: The above statement reflects 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. This job description may be subject to change to meet organizational, resident or operational requirements.

Reviewed by:

Employee

Date

CAO

Date