

# TOWNSHIP OF NORTH HURON

## POSITION PROFILE



Position Title: Facilities Operator II

Department: Public Works & Facilities Department

Report to Title: Facilities Lead Hand

Revised: December 2023

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**Pay Range:** Pay Band 5

**Position status:** Full time

**Pay method:** Hourly

**Normal workweek:** 40 hours per week full-time

**Hours to 40 in a week:** Paid at straight time

**Over time greater than 40 hours in a week:** Paid at time & half

**Location:** Various Township Facilities

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## A – POSITION DESCRIPTION

### 1. Scope of Position:

Under the direction of the Facilities Lead Hand, the Facilities Operator II provides maintenance operational and custodial services to the municipal recreational facilities within North Huron. This position also performs parks maintenance services for the municipal parklands within North Huron. The Facilities Operator II acts as the supervising facility operator when the Facility Lead Hand is not working.

The Facilities Operator operates within the budgets, objectives, policies and programs approved by Council and all applicable by-laws and Ontario regulations.

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### 2. Key Responsibilities

- (a) To review (often with their supervisor) assignments & schedules for park & facilities maintenance & use at the beginning of each shift in order to determine the appropriate activities for the shift.
- (b) Makes daily and regular checks of all equipment. Troubleshoots any suspected problems. Report all problems or suspected problems to facility manager.
- (c) Provide minor repairs, maintenance, and custodial services for municipal property and facilities in accordance with provincial legislation and Council policy and direction.

- (d) To ensure the facilities are maintained in a safe, clean, and attractive operational condition.
- (e) Assist the community groups to set-up and breakdown municipal facilities for municipal events and for public rentals.
- (f) Communicate risk management issues to the Facilities Lead Hand and work to promote energy efficiency, controlling utility and facility operating costs.
- (g) Maintain regular contact with Facilities Lead Hand to identify and resolve issues, respond to public complaints and concerns, and provide background information on complaints and emerging issues, attend staff training meetings as directed.
- (h) Maintain security of building, doors and alarms for all municipal property and facilities
- (i) To eliminate any suspected safety hazards.
- (j) To log and record ice plant readings as per the schedule established by the supervisor. Troubleshoot any issues, and report any problems to the Supervisor. It is expected that a Facilities Operator II can detect problems before they become major issues with the ice plant by performing regular checks of the gages and temperature readings, by understanding the mechanics of the Ice Plant, and applying their knowledge as a Certified Ice Technician to the Ice Plant operations. Performing maintenance and troubleshooting inside their scope of competency, and report all suspected problems to the supervisor and record in logbook.
- (k) To log and record aquatic centre readings and water test results (Wingham) as per the schedule established by the Supervisor. Troubleshoot any issues and report any problems to the Supervisor. It is expected that a Facilities Operator II can detect problems before they become major issues resulting in a pool shutdown. To advise to the Aquatic Supervisor when a pool shut down is required. Performing regular checks of the chemical levels, gauges, and temperature readings, by understanding the mechanics of the Aquatic Centre Mechanical System, and applying their knowledge from the CPO course. Performing maintenance and troubleshooting inside their scope of competency, and report all suspected problems to the supervisor and record in logbook.
- (l) Perform changing chlorine barrels and adding pool chemicals as needed (Wingham only).
- (m) Operates propane powered ice resurfacers, edger, and other equipment to maintain the ice surface for safe use. Changes propane tanks on ice resurfacer and performs routine circle checks and maintenance on equipment (adds oil, changes blades) as required. It is expected that a Facilities Operator II has the competency to suspend ice use if the arena is unsafe for use. To apply knowledge as a Certified Ice Technician to determine when ice is too thin, board issues, light levels, or door issues etc. that would cause the arena to be unsafe. To troubleshoot when possible and to cancel ice use when necessary.

- (n) To set up and take down for all rentals. Support rentals with front line customer service and ensure the rental set up is to the satisfaction of the renter. Report any issues to the supervisor and/or the facility program staff to adjust invoice or rental rate accordingly.
- (o) To adhere to all cleaning and maintenance standards.
- (p) To work by the safety & health section of the employees' manual. To operate all equipment safely.
- (q) To ensure all parklands, park fixtures, campground, and ball fields are properly maintained. Perform minor repairs in the parks and campground.
- (r) Completes minor electrical, mechanical, and plumbing repairs.
- (s) Completes building maintenance and janitorial tasks.
- (t) Operates tractor (Wingham only) for snow and ice removal from the entrances, exits, and walkways. Shovels snow to keep entrances clear and open. Applies chemical ice melt as required to keep entrances safe. To keep parking lot and entrances clean, clear of garbage, cigarette butts, snow, and ice.
- (u) To complete any records required by their supervisor.
- (v) To perform minor routine equipment repairs as required.
- (w) Act as the Operator-In-Charge, when authorized by the Lead Hand. Occasionally supervise other part time staff, coop students, and volunteers. Organize work and tasks of other staff during shift when acting as Operator-In-Charge.
- (x) To understand the North Huron Westcast Community Complex and/or Blyth and District Community Centre Fire and Evacuation Manual and, in the absence of a full-time recreation operator, or the Facilities Lead Hand, to act as person in charge during an emergency in the facility.
- (y) To pass onto their supervisor any recreation inquiries or feedback from the public that they cannot easily handle. To always treat the public with courtesy and enhance the public image of the North Huron recreation department. To encourage proper & safe public use of facilities.
- (z) To act as event control while working or during special events. To report any unusual activities to their supervisor or other authorities as appropriate.
- (aa) To wear identification as provided when working in public areas.
- (bb) To ensure that required protective equipment is used for the assigned task for themselves and all workers under their supervision during a shift.
- (cc) To perform other duties as may be assigned by their supervisor.

### 3. Key Relationships

#### **Internal**

*Supervisor:* frequent interaction re assigned duties

*Facilities Operator:* frequent interaction

*Administration Staff:* as required

#### **External**

*Public:* daily re recreation & facility issues

### 4. Decision Making Authority and Judgement Used

The Facilities Operator II consults their supervisor daily concerning most aspects of assigned duties.

The Facilities Operator II is encouraged to make recommendations to their Supervisor for improving the efficiency and effectiveness of their duties.

The Facilities Operator II is responsible for any staff or volunteers working under their direction during a shift when they are the Operator in Charge.

This position would not normally be involved in the development of policy or procedures.

#### **Judgement is required:**

- To prioritize the projects & tasks in process at any time
- Assessing the severity of equipment problems and appropriate action
- To deal with members of the public
- To deal with emergency situations

### 5. Problem Solving Responsibility

Most of the duties performed by the Facilities Operator II are in accordance with established policies and procedures under supervision. Normally the problems to be solved are predictable and require no research beyond established policies and procedures.

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## B – Position Specifications

The formal education & training work experience and other key skills of an individual must be evaluated simultaneously. For example, a person may not possess the minimum designation or degree but have compensating work experience.

### 1. Formal Education and Training

*Minimum degree required:* Secondary School Diploma, preferably with a background in trades and occupations.

Basic Arena Refrigeration Certificate

Certification or willingness to become certified as Certified Ice Technician designation required

Certified Pool Operator or equivalent required. (Wingham only)

Certification or willingness to become certified for Working at Heights and Operating Lift Certification required.

Certification or willingness to become certified in First Aid and CPR with AED required.

Certification or willingness to become certified in Smart Serve required.

### **Knowledge, Skills and Equipment**

- A working knowledge of basic building construction and maintenance, including electrical, plumbing, HVAC and refrigeration.
- Completing mathematical calculations for working with equipment and materials.
- Ability to read operating manuals and schedules.
- Training in the safe and effective operation and care of tools, equipment, machinery and other resources of the Recreation Department, floor scrubbers, pickup truck, ice re-surfacer, compressors and hand tools.
- Ability to deal with the public with diplomacy and tact.
- Knowledge of liquor licensing provisions including Smart Serve certification
- Ability to follow through with assigned tasks, to ask questions and ensure that the tasks are completed in an effective, timely, and efficient manner, based on policy or supervisory direction.
- Following procedures, policies and other documentation required to effectively deliver the Municipality's facilities and programs.
- Ability to regularly lift 25 kg.

## **2. Work Experience**

Experience in recreation parks & facilities

Two Years (2)

Experience with refrigeration equipment

Two Years (2)

## **3 Other Key Skills**

- Good interpersonal skills.
- Able to work alone or with minimal supervision; personal qualities of reliability and co-operation.
- Well organized.
- Working knowledge of refrigeration, mechanical and electrical equipment.
- Working knowledge of equipment maintenance techniques.
- Excellent physical condition.
- Knowledge of safe practices.
- Working knowledge of local parks & facilities by-laws and facility share agreements
- General knowledge of parks & facilities development, construction and maintenance.
- Valid driver's license.

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## **C – POSITION CHARACTERISTICS**

### **1. Impact & Accountabilities**

If the Facilities Operator II is not able to keep up with the workload, the recreation services for the Township are affected. This position is routinely intermingles with the public and poor customer service would have a negative impact on the Township.

This position ensures equipment is operating effectively.

This position has no budget responsibility.

## **2. Supervisory Responsibility**

None

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## **D – WORKING CONDITIONS**

### **1. Physical Effort and Environment**

The work is physically demanding. Must be able to work from heights, climb, stretch, lift and move heavy items, stand, bend and walk for extended periods of time; capable of performing the work assigned in safe manner.

Driving municipal vehicle and equipment, or performing manual work in an open outside environment in all types of weather, on an as needed basis.

Manual dexterity required to operate specialized equipment.

As required, the Facilities Operator II will have to work evenings, weekends and statutory holidays.

The Facilities Operator II may have to respond to emergencies.

The Facilities Operator II may have to share on-call duties.

The physical working environment can be demanding while outside performing facilities maintenance in inclement weather.

There may be exposure to physical hazards and toxic gases such as ammonia

There is a risk of injury.

### **2. Mental Effort**

Operates within established policies and procedures.

Often required to juggle multiple tasks within a shift to meet the needs of the public and the facility.