

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – ARENA OPERATIONS – LOCATION – TBA)

SENIOR FACILITY OPERATOR - CUPE 5167

SUMMARY OF DUTIES

Reports to the Supervisor, Arena Operations, working in a team environment, assists in the direction of maintenance work to facility staff at multiple facilities. Directs the work of full-time Facility Operators and part-time staff and oversees the work of contractors working within community facilities.

GENERAL DUTIES

Staffing & Scheduling

Assists in the day-to-day work direction of Facility Operators and part time staff working in the operation of arenas and other related facilities within the Recreation Division. Plans and prepares workload assignments as directed. Provides work direction at multiple facilities.

Prepares shift schedules and payroll timesheets for supervisory approval in accordance with the Collective Bargaining Agreement (CBA) as applicable.

Coordinates and participates in the training of all staff in facility operational procedures at the locations within their portfolio.

Identifies training gaps for supervisory approval.

Arranges for staff coverage when staff are absent from work (e.g. absences due to illness, vacation, etc.). as required. May fill out Absence Reports for staff as directed by Supervisor.

Provides work coverage for other Senior Facility Operators and Facility Operators during periods of absence (e.g. illness, vacation, etc.)

Assist Supervisor in conducting staff meetings as required and meets with Assistant Operators-PT as required.

Responds to after hour calls when dispatched by the On-Call Supervisor.

Administration

Collects money and records daily receipts for recreational skating programs and ensure security of all cash receipts (vault).

Responsible for the replenishment of cash floats for select facilities.

Responsible for transport (pick-up and delivery) of various administrative documents such as cash receipts, mail, etc. to and from designated locations.

Assists in updating, implementing, and monitoring the Facility Maintenance Plan for each facility.

Uses a City-issued procurement/purchasing card to purchase materials, supplies, equipment, tools, and services and reconciles in accordance with the City Policy. Orders supplies from pre-approved City suppliers.

Gathers and coordinates all pertinent information related to violations under the Zero Tolerance Policy as requested.

Submits information to the Area Supervisor.

Collects statistical data as required.

Liaises with the Central Booking group for facility rentals.

Liaises with facility user groups and the general public (Scouts, Guides, Service Clubs, seniors, etc.) regarding facility rentals and maintenance as required.

Assists with food concession operations by receiving and documenting deliveries.

Maintains building information files.

Repairs & Maintenance

Monitors repairs completed by outside facility contractors, documenting any activities contrary to the contract terms and conditions. Advises Area Supervisor of all such anomalies.

Works in conjunction with the Area Supervisor to investigate repair issues identified by City staff. Develop a recommended solution for implementation by either a contractor or self.

Inspects and perform preventative and regular maintenance routines on all equipment related to facility operations.

Meets with facility contractors to obtain work quotations; obtain quotations as per policy, complete and submit work orders as required.

Completes journal and log entries and prepares written reports for Area Supervisor.

Liaises with tradespersons performing minor/major repairs. Assist with non-technical aspects associated with repairs.

Ice Arenas

With the assistance if the Facility Operators, oversee, guide, and participate in the installation and removal of ice in accordance with the established procedures.

In conjunction with Facility Operators, mark and paint ice surface for hockey (including goal creases), ringette, and special events.

Review pre-season and post-season needs to ensure facility and equipment is prepared for the ice install or ice removal (ex. ice equipment is working and available, tools and equipment are maintained and available for use, supplies are procured, etc.).

Maintains maintenance log book records for refrigeration plant, ice resurfacer, and ice-depth thickness.

Regular review of facility log books (facility checklist, ice resurfacer circle check, refrigeration, ice depth) to address issues, concerns, patterns/trends, as well as ensuring staff are logging readings and information in accordance with proper procedures.

Repair goal nets.

Maintains consistent ice quality by cutting, filling holes and cracks, and carrying out weekly ice depth checks.

Adjusts ice and arena temperatures, as required.

Operates ice resurfacer, ice edger, and other ice maintenance equipment when required.

In conjunction with Facility Operators, performs daily, weekly, monthly preventative and regular ice equipment maintenance routines, including changing ice resurfer and power-edger ice cutting blades.

Greases and oils equipment and replace propane cylinders.

In conjunction with Facility Operators, performs minor building maintenance, including painting, repairing nets, cleaning boards, and tightening bolts on Plexiglas. Replaces light bulbs in fixtures and score clocks.

Health, Safety & Compliance

Provides oversight in the Operation and Maintenance of the Refrigeration Plant to ensure procedures and governing regulations are followed.

Leads monthly facility inspections in accordance with the Joint Health & Safety Committee.

Assists Arena Supervisor to identify and/or respond to workplace-related Health & Safety issues.

Reports all unsafe activities and ensure that all such situations are satisfactorily repaired using existing procedures to ensure the safe operation of the facility.

Responsible for ensuring the SDS sheets are updated in the on-site binder for each location based on the chemicals and cleaning supplies utilized on-site.

In accordance with the Corporate, Provincial and Federal Legislation maintains maintenance log book records for refrigeration plant, fire safety equipment, lighting inspection, janitorial activities, and other miscellaneous facility equipment and documented procedures.

Assists with routine maintenance related to small water systems and completes water testing bi-weekly (opposite of monthly testing from vendor).

Reviewing stock levels and procurement of supplies for on-site First Aid kits, PPE for staff (e.g. cut resistant gloves, nitrile gloves, CSA approved helmets, hearing protection etc).

Under supervisory direction, maintains security of facilities at all times by ensuring keys and security codes are kept secured and changes to these items are done when required to protect the facilities.

Ensures all rental groups adhered with all general Corporate, Provincial, Federal policies, procedures and legislation as well as City of Hamilton by-laws, Facility Use Rental Agreements, Policies, and Arena Rules.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

General Facility Maintenance and Upkeep

Cleans glass, walls, floors, toilets, urinals, sinks, seats, including washing, sanitizing, disinfecting, and deodorizing, as needed.

Removes garbage and empties recycling containers when required.

Maintains facility grounds through daily inspections of parking lots, green spaces, and walkways. Clears debris and remove litter. Removes weeds from traffic areas.

Changes flags on facility flag poles when required.

Co-ordinates set-up and tear-down for activities such as lacrosse, dances, ball hockey, and ice hockey as required.

Removes snow and ice from entrances, walkways, and parking lots by snow-blowing, shovelling, plowing, and sanding.

Maintains building exterior (e.g. painting). Takes pictures of graffiti and log.

Uses City vehicle in accordance with City Policy.

Other

Administers First Aid when required.

Performs other duties as assigned which are directly related to the essential responsibilities of the job.

QUALIFICATIONS

1. Previous related experience performing the duties in an arena environment normally acquired by a combination of education and relevant experience. A completion of grade 12 diploma is preferred.
2. Must possess Basic Refrigeration Certificate.
3. Knowledge and demonstrated experience with installation/removal of ice at multiple arena facilities. (ex. equipment & supplies, painting arena markings, logos).
4. Must have considerable working experience as a Facility Operator or equivalent / related, with experience operating equipment such as ice resurfacers, ice cutters and other ice maintenance equipment.
5. Previous experience directing, coaching and mentoring subordinate staff to foster a positive working environment.
6. Knowledge of relevant legislation such as Occupational Health and Safety Act and Regulations, including W.H.M.I.S. legislation.
7. Previous experience performing preventative maintenance.
8. Demonstrated knowledge of ice refrigeration techniques, plumbing, electrical, basic HVAC and carpentry skills. Demonstrated ability to use fractions and decimal arithmetic and simple formulas, diagrams and drawings preferred.
9. Must be able to read, understand, and follow detailed written procedures.
10. Must be able to complete journal/log entries.
11. Demonstrated experience in the use and knowledge of Microsoft Word, Outlook, Excel, and current Facility Booking software preferred.
12. Good interpersonal, written and verbal communication skills. Demonstrated ability to deal with the public and staff in a tactful and courteous manner.
13. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
14. Possession of a Refrigeration Operator "B" Class Ministry Certificate is an asset.
15. Must possess and maintain current certification in "Standard" First Aid with CPR Level "C". (This must be clearly identified on your resume.) All "Standard" First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website www.wsib.on.ca for approved providers. At time of assessment (which could be as early as days after the

posting closes), you will be asked to provide "proof" that you possess the required certificate(s).

A VALID CLASS "G" DRIVER'S LICENCE AND STANDARD FIRST AID AND CPR "C" IS REQUIRED. PROOF THEREOF IS REQUIRED AT TIME OF HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
