



### Community Services Lead Hand

<b>POSITION TITLE:</b>	Community Services Lead Hand
<b>REPORTS TO:</b>	Manager of Community Services
<b>REVISION DATE:</b>	January 2021
<b>WAGE:</b>	CUPE Local 812 Wage Band 281-300
<b>STATUS:</b>	Permanent Full Time

#### Position Summary

The Community Services Lead Hand organizes and delegates work involving the operation and maintenance of recreation facilities, parks, sports fields, green spaces, and related amenities and areas within the Municipality. Due to the nature of the role, the Lead Hand will also participate with Community Services Operators and Labourers in the completion of the work. The incumbent works closely with the Manager of Community Services by carrying out his/her directives and departmental strategic objectives, while providing expert advice to leadership on facility maintenance and operation.

#### Key Duties and Responsibilities

1. All duties outlined in the Community Services Labourer and Operator I/II/III Positions.
2. Provides guidance, in-housing training, instruction, coaching and direction to the Community Operations Staff regarding matters such as prioritization of work and projects, supplies, equipment, policies, scheduling, procedures, and safety.
3. Contacts, obtains quotes, delegates, and oversees the work of contractors.
4. Leads work crews; directs and coordinates daily work plans.
5. Works to ensure the development of the Community Services Operators in their roles.
6. Liaises with the Community Services Manager in setting departmental priorities and troubleshooting work related concerns.
7. Provides input into departmental planning and budgets.
8. Works with other department personnel and lead hands to reach the best outcome possible on joint departmental efforts and projects.
9. Monitors scheduled recreation facility events, bookings, and activities and arranges for required equipment.
10. Communicates and interacts with public and other staff; ensures users are adhering to arena and facility rules & regulations.

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11. Provides a high level of customer service through positive communications and interactions with public and other staff.
12. Oversees the installation and removal of ice, as well as ice markings in the arenas.
13. Oversees the maintenance of the ice surface throughout the season by flooding, shaving, patching holes, conducting depth tests and edging.
14. Cleans and maintains facilities including sweeping floors, washing windows, emptying garbage, and walkway snow removal.
15. Oversees the maintenance of safe facilities and equipment; includes checking furnaces and refrigeration plant, assisting with draining oil from heat exchanger, painting, replacing arena glass, and testing back up power.
16. Maintains all outdoor recreational facilities.
17. Installs, maintains, and repairs irrigation systems; sets zone times and replaces sprinkler heads.
18. Installs, maintains, and repairs parks, playground areas, and equipment.
19. Picks up litter and garbage around arena, parking lot, and in all facilities.
20. Oversees the maintenance of community parks and cemeteries including aerating, power raking, mowing, fertilizing, irrigating, trimming, edging, planting and pruning trees, and conducting general maintenance.
21. Performs routine vehicle and equipment maintenance such as checking fluids, greasing, cleaning, and changing air filters, belts, blades, and oil.
22. Provides guidance and instruction to the staff on mowing, weed trimming, daily equipment maintenance, and safe operation of equipment.
23. Ensures records, such as daily incident reports, mowing checklists, procedure manuals, and other checklists are completed. Performs tailgate/toolbox safety meetings with staff.
24. Oversees the set up and tear down of special events by scheduling staff, assigning duties, and arranging for special equipment.
25. Orders supplies and materials to complete operational requirements.
26. Ensures safety and compliance with Municipal codes of conduct, facility rules, policy, and Alberta legislation.
27. Inspects, monitors, maintains, and remedies hazards in sports fields, playgrounds, facilities, and other related amenities.
28. Provides minor maintenance to recreation facilities as required.

### **Knowledge, Abilities and Skills**

- Knowledge of ice making and maintenance practices and procedures.
- Knowledge of turf and playground maintenance practices and procedures.
- Demonstrated knowledge of safe operation of mowers and other lawn care equipment.
- Knowledge of the safe work practices involved in maintaining ice plant and building systems.
- Ability to verbally communicate effectively.
- Ability to provide strong customer service to the public and renters, while encouraging a safe and fun environment.

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- Ability to learn new skills based on training from a variety of sources.
- Ability to learn to operate assigned equipment in a safe and efficient manner.
- Intermediate computer skills including the ability to utilize plant management software effectively, as well as MS Office Suite and Rec Desk.
- Ability to resolve conflict through strong communication skills.

### **Education and Experience**

This position requires the following minimum qualifications:

- High School Diploma or equivalent.
- Must possess a valid Alberta Class 5 driver's license.
- Must possess the following certifications through Alberta Recreation Facility Personnel (AARFP): Arena Operator Level 2, Building Maintenance Level 2, Parks and Sports Fields Operator Level 2, Custodial Care, Developing a Policy and Procedure Manual and Lifecycle Risk Management, Supervisory Skills for Facility Operators.
- Four years of experience in Parks and Recreation including ice facilities operations with an ammonia refrigeration plant and computer management plant.
- Two years of experience in a Supervisory position.
- Ice resurfacing certification such as AARFP's Arena Maintenance Olympia or equivalent training.
- Fall Protection, Ground Disturbance, First Aid/CPR, WHMIS, and Propane Handling.
- Canadian Playground Safety Institute Inspection certification.

The following would be considered an asset:

- Class 3 license with air brake endorsement

### **Independence and Scope of Impact**

The work is mostly unsupervised as the Manager is normally not on the job site. Therefore, the incumbent is expected to perform the assigned tasks according to changing priorities and established work practices and procedures. A supervisor is consulted if the job requires additional resources or if unforeseen conditions present themselves.

The incumbent must exercise good judgement to avoid causing bodily injury or damage to public and private property. The incumbent's decisions have an impact on the quality and efficiency of each job and the overall satisfaction of the public/residents. The work affects the department's image and the municipality.

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### **Contacts**

Internal – Regular contacts are maintained with supervised staff and contractors, which may involve assigning, directing, coaching, monitoring, and performing the work. Occasional contacts also occur with payroll, Manager of Community Services, Community Services Administrative Clerk, Community Services Programmer, and other municipal staff to exchange information and coordinate the completion of work.

External – Regular contact with the public and user groups is required to exchange information and answer enquiries about the work. Occasional contacts also occur with salespeople, lease holders, and contractors to exchange information and complete work.

### **Supervision Given**

The work involves the supervision of a Community Service Operators, Labourers, and contractors. The incumbent sets work priorities, assigns duties, and organises the material and equipment needed to complete the work. The incumbent is expected to lead by example and ensure that the quality of the crew's work meets established standards.

### **Working Conditions**

The work is performed in both inside and outdoor environments. The nature of the work exposes the incumbent to dust, dirt, fumes, vibrations, and noise on a semi-regular basis. When operating equipment, the incumbent may be required to sit and concentrate for prolonged periods.

The work can be physically strenuous and may requires the incumbent to bend, kneel, crouch, and stand. The incumbent is required to occasionally lift objects up to 5kgs and occasionally over 10kgs.

This is a working Lead Hand position, schedules are based on collective agreement language and will involve weekends and/or evenings during arena season.