



Community Services Operator I

POSITION TITLE:	Community Services Operator I
REPORTS TO:	Community Services Lead Hand
REVISION DATE:	February 2021
WAGE:	CUPE Local 812 - Wage Band 191-220
STATUS:	Permanent Full Time

Position Summary

The Community Services Operator I operates and maintains various Community Services facilities, including arenas, sports fields, parks, green spaces and related amenities to ensure a safe and enjoyable experience for the public and renters. Due to the nature of the work, the duties will vary depending on the time of year and the facility.

Key Duties and Responsibilities

- All duties outlined in the Community Services Labourer position.
- Under the direction of the Lead Hand, prioritize work and projects related to supplies, equipment, policies, procedures, and safety.
- Monitors scheduled recreation facility events, bookings and activities, and arranges supply of associated equipment.
- Provides a high level of customer service through positive communications and interactions with public and other staff; monitors customers and enforces arena and facility rules & regulations.
- Installs and removes ice and installs ice markings in the arenas.
- Maintains ice surface throughout the season by flooding, shaving, patching holes, depth tests and edging.
- Cleans and maintains facilities by sweeping floors, washing windows, emptying garbage, and walkway snow removal.
- Maintains 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.
- Maintains all outdoor recreational facilities.
- Installs, maintains, and repairs irrigation systems.
- Installs, maintains, and repairs parks, playground areas and equipment.
- Picks up litter and garbage around arena, parking lot, and in all facilities.
- Maintains community parks and cemeteries by aerating, power raking, mowing, fertilizing, irrigating, trimming, edging, planting and pruning trees, and general maintenance.

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- Performs routine vehicle and equipment maintenance such as checking fluids, greasing, cleaning, and changing air filters, belts, blades and oil.
- Follows daily work plans as directed.
- Provides guidance, in-house training, instruction and support to seasonal or temporary staff. Coordinates and monitors duties performed such as mowing, weed trimming, daily equipment maintenance, and safe operation of equipment.
- Maintains and updates records such as daily incident reports, mowing checklists, procedure manuals and other checklists as determined. Participates in daily safety meetings, like a tailgate safety meeting.
- Performs related duties in setting up for special events.
- Ensures safety and compliance with Municipal codes of conduct, facility rules, policies, and Alberta legislation.
- Inspects, monitors, maintains, and remedies hazards in sports fields, playgrounds, facilities, and other related amenities.
- 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.
- 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.
- 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.
- Basic Computer Skills.

Education and Experience

This position requires the following minimum qualifications:

- Must possess a valid Class 5 Alberta driver's licence.
- High School Diploma or equivalent.
- Must possess or be able to obtain First Aid/CPR/AED, WHMIS, Propane Handling certificates.
- No experience necessary.

The following would be considered an asset:

- Possess or be willing to obtain additional courses including Arena Operator I & II, Building Maintenance I & II, Custodial Care, Parks and Sports Fields I & II, Fall Arrest and Scaffolding Awareness.
- Experience in Parks and Recreation.
- Experience in ice facilities operations.
- Ice resurfacing certification or equivalent training.

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- Knowledge of safe mower operation and safe operation of other lawn care equipment.
- Air brake endorsement.

Independence and Scope of Impact

The work is mostly unsupervised. The incumbent solves work problems either by applying training, experience on the job, or established work practices and procedures. A supervisor is consulted if a financial cost may be incurred or if an unusual problem occurs with the operation of the buildings, equipment, or vehicles. The incumbent is responsible to ensure that the public and renters follow municipal codes of conduct, facility rules, policies, and procedures to minimize injury and risk. The work impacts the public and users of the facilities and parks, and the condition of recreational facilities and parks goes to the image of the community.

Contacts

Internal – Regular contacts are maintained with co-workers to share information regarding operations, schedules, and general work and repairs.

External – Regular contacts are maintained with the public, involving the exchange and interpretation of information with respect to facility and park use.

Supervision Given

The incumbent is required to give guidance and/or instruction to summer students, seasonal, labourer and operator I staff.

Working Conditions

The work is performed in both inside and outdoor environments. The incumbent is required to regularly lift objects up to 5 kgs and occasionally over 10kgs. The nature of the work exposes the incumbent to dust, dirt, fumes, vibrations and noise on a semi-regular basis; personal protective equipment must be worn at times. The work involves regular exposure to all weather conditions.

Schedules are based on collective agreement language.