



## THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

<b>JOB TITLE:</b> Lead Hand - Arenas	<b>CLASSIFICATION:</b> Non-Union, Full-Time
<b>DEPARTMENT:</b> Parks, Recreation & Culture	<b>SALARY LEVEL:</b> \$27.00 - \$32.86/hr (2018 rate)
<b>LOCATION:</b> Dr. William Lacey Nobleton Arena and Community Centre King City Arena and Community Centre, Trisan Centre	

### JOB PROFILE:

#### Function:

Responsible for planning and implementing the day to day operations and maintenance of the arena, related ice surface(s), equipment, auditoriums/multi-purpose/program rooms and performance of a variety of related repairs and janitorial tasks.

#### Reports to:

- Supervisor – Facility Operations

#### Supervision Responsibilities:

- Arena Operators (I & II)
- Contract Operators/Staff
- Contractor (where applicable)
- Seasonal/Part-Time employees (students, volunteers, skating attendants)

#### Duties and Responsibilities:

- Operates and maintains arena refrigeration plant in compliance with industry standards and practices.
- Installs and maintains ice surface(s) for the duration of the season.
- Plans and implements an ice maintenance program based upon identified usage (both day to day and special events).
- Operates the ice resurfacing machine.
- Monitors ice temperature and humidity.
- Ensures that all arena operations are carried out in accordance with any applicable policies, procedures, guidelines.
- Reviews and monitors facility booking and rentals to ensure facility is clean, required set up is complete and customer needs are met, includes general janitorial duties.

- Performs general carpentry plumbing, electrical and painting repairs within scope of abilities and training.
- Supervises, schedules, trains and monitors performance for all full-time and contract operators.
- Supervises and trains students and seasonal staff.
- Provides coaching to employees to achieve best work performance.
- Ensures compliance with Township standards and government regulations, and ensures appropriate maintenance records are completed.
- Assists with the development and implementation of preventative maintenance practices for all building operating systems.
- Completes maintenance log books and other reporting systems.
- Ensures all equipment is maintained in accordance with manufacturers' recommended maintenance and operating standards.
- Makes recommendations on repairs or improvements to buildings, changes or improvements to methods, procedures, policies, etc.
- Assists with the development of new procedures and policies.
- Acts in the supervisors' capacity when required.
- Responds to enquiries and/or resolves complaints from participants, residents, department and Township staff and the general public with regard to recreation services.
- Performs other duties that are in accordance with the position

#### **Education/Experience:**

- Completion of a Secondary School Diploma (Grade 12).
- Possession of an ORFA Advanced Refrigeration Certificate or equivalent job experience.
- Possession of a specific arena operation certification would be an asset (i.e. Ice Maintenance and Equipment Operations, Certified Ice Technician).
- Thorough working knowledge of the *Occupational Health & Safety Act*, as well as other applicable arena, facilities, and safety related legislation, regulations and guidelines.
- Basic First Aid, WHMIS/GHS training.
- Previous experience in arena services.
- Previous experience in building maintenance and repair.
- Previous experience in a supervisory role.
- Good problem solving, communication and organizational skills.
- Effective customer service skills to deal courteously and effectively with user groups, participants, the general public and Township staff.
- Class "G" Driver's License in good standing.

#### **Conditions of Employment:**

- Required to work in an arena environment and occasionally required to work outdoors in inclement weather.
- Work involves mental and visual concentration with frequent interruptions.

- Exposure to boiler room ammonia/refrigeration plant room and very cold conditions regularly.
- Will be required to be physically active and work with tools.
- Flexibility/availability to work and/or respond to after-hours emergencies and special events as may be required.
- Available for on call standby as scheduled throughout the year.

---

Department Head: \_\_\_\_\_

Date Approved: \_\_\_\_\_

Supervisor (if applicable): \_\_\_\_\_

Date Approved: \_\_\_\_\_

Incumbent: \_\_\_\_\_

Date Signed: \_\_\_\_\_