



## TOWNSHIP OF GUELPH/ERAMOSA

**DEPARTMENT:** Parks and Recreation  
**TITLE OF POSITION:** Facility Attendant

1. JOB SUMMARY:

Responsible for the day to day operation and maintenance of a multi-use recreational facility, the preparation for facility sporting events, customer service and ensuring safe operation of the building.

2. STATUS:

Regular Part Time, Casual Part-Time

3. HOURS:

Varied – Evening, Weekend.

4. IMMEDIATE SUPERVISOR:

Facility Coordinator

5. TITLES OF POSITIONS REPORTING TO THIS POSITION:

None.

6. RESPONSIBILITIES:

- a) Ensures facility is opened and closed at the scheduled times, including performing a complete and thorough lock up and activation of facility alarm system.
- b) Responds to customer needs in a courteous and efficient manner either in person or on the phone.
- c) Provides information regarding membership services and fees.
- d) Accepts and processes payments via cash or electronic point of sale systems.
- e) Performs accurate balancing and closing of cash tills daily and prepares bank deposits.
- f) Performs maintenance of building and operation of building systems, including operation of power tools.
- g) Perform necessary janitorial duties as required by general usage of recreation facilities, including but not limited to: maintenance and cleaning of change rooms, showers, lobby, bathrooms, hallways and observation areas.
- h) Uses excellent interpersonal skills to ensure the orderly conduct of patrons using the recreation facilities.
- i) Maintains facility grounds including litter removal.
- j) Any other duties that may be assigned from time to time by the Facility Coordinator.

7. EQUIPMENT, MACHINES AND TOOLS USED:

Maintenance equipment related to facility and parks operation, Fax machine, calculator, photocopier, computer, cell phone.

8. EDUCATIONAL REQUIREMENTS:

None.

9. JOB REQUIREMENTS:

- a) Experience in a facility operations environment
- b) Valid emergency First aid and/or CPR certificate
- c) WHMIS training an asset
- d) Previous cash handling and customer service experience an asset
- e) Strong computer skills with a working knowledge of software including MS Word, Excel, and the ability to quickly learn new software.

10. QUALIFICATIONS

- a) Genuine ability to work in a team environment
- b) Possesses excellent problem solving skills
- c) Proficient time management skills and flexibility in adjusting between a variety of duties
- d) Exceptional customer service skills for dealing with members of the public and external agencies
- e) Ability to operate equipment and tools following established procedures and guidelines

**Approved by:**

**By:** \_\_\_\_\_  
CAO

**On:** \_\_\_\_\_

*Revised – August 2010*