



## **THE CORPORATION OF THE TOWNSHIP OF NORWICH** **Employment Opportunity**

### **Community Services Operator** **Part Time Position**

The Community Services (CS) Operator position is essential for ensuring the clean, safe, and efficient operation of the Township of Norwich facilities. The ideal candidate will have excellent skills with interpersonal relationships, communication, and problem-solving. Reporting to the Property & Facilities Manager, the position responsibilities include (but are not limited to) customer service and public relations support, performing housekeeping and janitorial tasks, carrying out interior and exterior facility maintenance, setting up and taking down rooms for events at various Township facilities, maintaining parks and sport fields, operating pool mechanical systems, and other tasks as required. The CS Operator also has the responsibility of opening and closing facilities (keyholder).

This is a part-time role, offering approximately 24 hours of work each week. The rate of pay for the CS Operator position is \$28.02 per hour and is not unionized. The CS Operator will be offered the option to join the OMERS (Ontario Municipal Employees Retirement System) pension plan.

The Township of Norwich is located within the County of Oxford in the heart of Southwestern Ontario, with beautiful countryside, villages, and productive farmland.

#### **QUALIFICATIONS:**

- Completion of Grade 12 education or equivalent.
- Possess and maintain a valid Ontario "G" Driver's License in good standing.
- One (1) year of related work experience, or equivalent, is preferred.
- Experience operating various pieces of equipment is preferred. (ie. Zamboni, Mower, Tractor, Truck, etc.)
- Safe Ice Resurfacing Operator's Course certificate is an asset.
- First Aid and CPR Level C with AED training is an asset.
- Be available to work days, evenings, weekends, holidays, and emergency call-ins.
- The ability to work independently or in a team environment.

All qualified applicants are encouraged to apply by submitting a resume to [hr@norwich.ca](mailto:hr@norwich.ca) by **4:00 p.m., Tuesday, August 5<sup>th</sup>, 2025.**

A detailed job description is available on the Township website: [www.norwich.ca](http://www.norwich.ca)

We thank all applicants for their interest, however, only those being considered for an interview will be contacted. Personal information collected will be used solely for applicant selection in accordance with the Municipal Freedom of Information and Protection of Privacy Act. The Township of Norwich is an equal opportunity employer. Accommodation will be provided in accordance with the Accessibility of Ontarians with Disabilities (AODA) upon advance notice of specific accommodation required.



## **Job Description**

### **Community Services Operator (Part Time)**

#### **PURPOSE**

A Community Services (CS) Operator is a part-time position which is responsible for the safe and efficient operation of the Arena, Community Centres, Parks, and any other associated facilities for the Township of Norwich. The duties include but are not limited to providing customer service and public relations support, performing housekeeping and janitorial tasks, carrying out interior and exterior facility maintenance, setting up and taking down rooms for events at various Township facilities, maintaining parks and sport fields, operating pool mechanical systems, and other tasks as required. The CS Operator also has the responsibility of opening and closing facilities (keyholder).

This position reports to the Property & Facilities Manager and works closely alongside CS Attendants. The CS Operator must be available to work days, evenings, weekends, holidays, and emergency call ins as required. A Criminal Background Check and Driver's Abstract check will be required if offered employment.

#### **SKILL & EFFORT**

##### **Education and Qualifications**

- Successful completion of Grade 12 education or equivalent.
- Excellent interpersonal, communication and problem-solving skills required.
- One (1) year of prior related work experience or equivalent is preferred.
- Must possess and maintain a valid Ontario "G" Driver's Licence in good standing.
- Certification in First Aid/CPR Level C with AED is preferred.
- Safe Ice Resurfacing Operator's Course is an asset.
- Experience operating various pieces of equipment, i.e. Zamboni, grass cutting equipment, tractor, trucks, etc. is preferred.
- Basic math skills, with the ability to manage a small cash float and process admissions accurately.
- Familiarity with the Occupational Health & Safety Act and its application to the workplace is required.

- Ability to work independently as well as collaboratively within a team environment.
- Ability to work a flexible schedule including days, evenings, weekends, and holidays.

## **RESPONSIBILITY**

### **Accountability**

- Keyholder. Responsible for opening and closing facilities.
- Support implementation of a preventative maintenance and life cycle management program.
- Create and maintain quality ice surfaces, including facility preparation, ice flooding, shaving, painting, and operating/maintaining the ice resurface machine (Zamboni).
- Conduct inspections and perform minor repairs on boilers, water tanks, and related equipment.
- Operate landscaping tools and equipment for grounds maintenance, including grass cutting.
- Assist with pool mechanical system operations and maintenance.
- Maintain municipal grounds to ensure a clean, safe, and welcoming environment.
- Monitor and manage inventory levels, including restocking supplies and maintaining accurate records.
- Replace lighting and perform basic electrical repairs as needed.
- Operate various cleaning equipment to maintain facility cleanliness and hygiene standards.
- Maintain cleanliness and general upkeep of recreation facilities.
- Identify and report maintenance issues.
- Perform minor emergency repairs as needed.
- Complete assigned work orders and follow up on outstanding maintenance requests.
- Respond appropriately to fire, medical, or other emergency situations.
- Support set up and takedown for special events, including arranging tables and chairs, preparing indoor spaces, relocating ice nets, and assisting with on-ice maintenance, such as flooding.
- Monitor routine facility maintenance and housekeeping.
- Follow and promote environmental conservation practices.
- Perform seasonal grounds maintenance, including snow removal, lawn care, and litter collection.
- Monitor and manage inventory levels for cleaning and facility supplies.
- Identify potential hazards and implement risk control measures.
- Maintain accurate records of maintenance activities and incidents.

- Perform a variety of janitorial duties such as sweeping, mopping, scrubbing, and polishing floors and equipment.
- Safely operate cleaning and maintenance equipment.
- Ensure all areas of the facility meet established cleanliness and safety standards.
- Perform all other duties as required.

## **PHYSICAL EFFORT**

- Physical demands require standing, moving, walking, lifting, carrying, climbing, manage equipment and supplies.
- May have to work odd or long hours at a time to complete special requests or projects or to participate in or coordinate evening and off-hour activities.
- May work in various degrees of temperatures and weather dependent upon the task to complete at hand.

## **FINANCIAL**

This position includes financial responsibilities such as collecting and processing admissions fees for programs (public skating).

## **SUPERVISION**

Provides guidance to Community Services Attendants doing detailed work related to their position and/or serves as channel through which work is directed or checked.

## **POLICIES & PROCEDURES**

The individual for this position should follow established policies and procedures.

## **CONTACTS**

The role involves regular interaction with the public and staff, typically in routine or non-urgent situations, where professionalism and courtesy are essential to maintaining positive working relationships within the department.

## **WORKING CONDITIONS**

This position may involve working in varying environmental conditions, including cold indoor areas (such as ice surfaces), and outdoor settings with exposure to rain, heat, and other weather elements. The role may also include exposure to non-hazardous but unpleasant cleaning chemicals, use of power tools, and occasional contact with unsanitary conditions.