



Job Description

Parks & Facilities (P&F) Attendant (Part Time)

PURPOSE

A Parks & Facilities (P&F) Attendant is a part-time, seasonal position which is responsible for assisting in 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, assisting with interior and exterior facility maintenance, setting up and taking down rooms for events at various Township facilities.

This position reports to the Parks & Facilities Manager and works closely alongside the Operator and other Attendants. The P&F Attendant must be available to work days, evenings, weekends, and statutory holidays.

SKILL & EFFORT

KNOWLEDGE/SKILLS & EXPERIENCE

- Proficient ice-skating skills.
- Demonstrated ability to provide excellent customer service.
- Basic math skills, with the ability to manage a small cash float and process admissions accurately.
- Strong interpersonal, communication, and problem-solving skills required.
- Familiarity with the Occupational Health & Safety Act and its application to the workplace is required.
- Ability to work collaboratively within a team environment.
- Ability to work a flexible schedule including days, evenings, weekends and holidays.

ACCOUNTABILITY

- Maintain cleanliness and general upkeep of recreation facilities.
- Identify and report maintenance issues to the Supervisor.

- Assist in performing 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.

FINANCIAL

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

PHYSICAL EFFORT

- Physical demands require standing, moving, walking, lifting, carrying, climbing, managing 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.

SUPERVISION

This position does not include supervisory responsibilities.

POLICIES & PROCEDURES

The individual(s) in this position are required to 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.