



TOWN OF STRATHMORE

JOB DESCRIPTION

JOB INFORMATION	
Position:	Lead Facility Operator
Reports To:	Family Centre Arena & Civic Centre Manager
Position Type:	<input type="checkbox"/> Full Time Permanent (35 hours) <input checked="" type="checkbox"/> Full Time Permanent (40 hours) <input type="checkbox"/> Part Time Casual <input type="checkbox"/> Part Time Permanent <input type="checkbox"/> Full Time Limited Term (including FT Summer Students) <input type="checkbox"/> Part Time Limited Term (including PT Summer Students)

JOB SUMMARY
Reporting to the Manager, Family and Civic Centre, the Lead Facility Operator is responsible for the safe operation of the Strathmore Family Centre ice rinks and the facility equipment including refrigeration plant operations. This role provides hands-on mentorship and leadership to the shift staff in the absence of the arena and facility manager. This role includes all forms of ice maintenance, facility operations, janitorial work and assisting with event operations at the Civic Centre.

ESSENTIAL FUNCTIONS
Description of the Function
<p><u>Leadership:</u></p> <ul style="list-style-type: none"> Provide guidance to evening and weekend Facility Operators and Building Service Workers, including the planning, coordination, and prioritization of work activities Review and approve timesheets for evening and weekend staff, and assume this responsibility in the Manager's absence Collaborate with the Manager in assessing and evaluating the performance of casual staff Serve as the primary point of contact for customer inquiries, concerns, and feedback In the absence of the manager, become the lead in emergency response including fire, ammonia, and plant incidents Support staff by addressing issues proactively and escalating matters to the Facility manager when appropriate Recommend and coordinate shift changes, overtime, and schedule adjustments, subject to Manager approval Conduct shift changeover meetings to support smooth and effective transitions between shifts Assist the Manager with the planning and delivery of safety toolbox talks and training sessions Ensure staff appropriately and effectively use communication tools, including radios, WorkChat, email, and logs Deliver hands-on, job-specific training to Facility Operators and Building Service Workers Support staff understanding of procedures through coaching, demonstration, and follow-up Ensure plant, equipment, and facility inspections are completed and documented as required Support Manager in creation of annual summer maintenance and capital projects <p><u>Operations & Maintenance:</u></p> <ul style="list-style-type: none"> Ensure all required shift checklists are completed and on time Conduct routine quality checks of completed work to ensure tasks meet facility standards Ensure all policies, procedures are consistently followed

- Follow and oversee the daily arena flood schedule and event setup/takedown schedules
- Operate, maintain, and troubleshoot ice resurfacers, edgers, lifts, and other facility equipment as required
- Manage ice schedule changes, updates, and cancellations, ensuring staff are informed in a timely manner
- Perform and supervise janitorial duties throughout the facility as needed
- Ensure all event setups and takedowns are completed efficiently and on schedule
- Conduct regular rounds of the facility to monitor operations, equipment, and overall safety

Safety:

- This is a safety sensitive position requiring fit for work status
- Requires a professional, cooperative, and positive attitude towards health and safety
- Responsible for their own health and safety and to take necessary precautions to protect the health and safety of workers and to ensure that the workers are performing work in accordance with the Occupational Health and Safety legislation as well as the Town's safe work procedures, directives, policies and industry best practices
- Ability to advise, guide, and support workers in identifying hazards and promoting a safe work environment.
- Assist with safety orientation, safety training, training on equipment, competency checks
- Assist with incident, accident, and near miss investigations and documentation
- Promote and lead a safe work environment, guiding the Team in safe work practices
- Act on all safety concerns
- Participate in health and safety training moments, meetings, and exercises
- Ensure work sites are maintained in a clean, safe manner to protect the safety of self, other Town personnel, and the public
- Report all unsafe or substandard conditions, acts, and events as soon as possible to the facility manager
- Participate as a member of the Strathmore Emergency Response team in preparing and enabling the community to respond in the event of a local or regional disaster

COMPETENCIES

- Operational leadership skills with demonstrated ability to plan, coordinate, and oversee facility operations
- Effective written and verbal communication skills, ensuring clear, timely and professional interactions with staff, members of the public, and management
- Sound judgment and decision-making ability, with the capacity to take command and respond effectively during emergencies
- Coaching and mentoring capability, with the ability to provide hands-on training, guidance, and constructive feedback to staff
- Strong attention to detail, with the ability to maintain accurate and complete records related to inspections, maintenance activities, and shift operations
- Technical proficiency in the safe operation and routine maintenance of ice resurfacers, edgers, lifts, and other arena and facility equipment

REQUIREMENTS, EXPERIENCE, AND EDUCATION

- 2+ years in a mentorship or lead role
- Minimum 5 years of facility operations experience, with at least 3 years of arena experience
- Previous experience leading a minimum of four (4) ice installations.
- AARFP Arena Operator level 2
- Ice Plant Operator Certification, an asset
- Basic First Aid & CPR
- Aerial Work Platform (AWP) experience
- Minimum Grade 12 or equivalent

- Consent to disclosure of a Criminal Record Check
- Possession of a valid Alberta Class 5 Driver's licence

WORKING CONDITIONS

- Occasionally required to work alone
- Repetitive standing, walking, bending and working in cold environments (arena setting)
- Ability to lift to 50 lbs
- Regular exposure to sound and noise
- Regular exposure to chemical substances
- Use of mechanical aids or team lifts is expected for heavier or awkward loads
- Adapt to seasonal workload fluctuations
- Variable Schedule

Manager Approval:

_____	_____	_____
Name	Signature	Date

Employee Acceptance:

_____	_____	_____
Name	Signature	Date

Submit signed copy to HR for filing