

POSITION TITLE:	Maintenance Leadhand	POS. NO:	790
DEPARTMENT & DIVISION:	Parks and Recreation/Recreation	EFFECTIVE DATE:	October 4, 2013
REVIEWED OR AMENDED DATE:	March 2024	APPROVED BY:	Facilities Supervisor

### POSITION FUNCTION

Provides direction and leadership to a designated group of maintenance employees and performs maintenance duties related to operations and the Physical Plant.

### KEY DUTIES

Perform duties of their trade or department. Coordinates, assigns, and reviews quality of work and ensures equitable distribution of tasks to employees. Ensures timely & accurate completion of tasks. Assist with troubleshooting and plans future projects as assigned by supervisor. Perform custodial and mechanical maintenance functions on buildings and equipment. Perform operational tasks including ordering of cleaning, chemical supplies, and small equipment.

Ensure staff maintains compliance with departmental policies, the Occupational Health & Safety Act, Boiler Branch, and other relevant legislation through in-house and external training opportunities. Completes various administrative tasks including timesheet coordination and report writing. Monitor employee performance and refer performance concerns to supervisor.

Maintains Quality Control of the Recreation Centre, Sports Centre and Gorge Park Pavilion to manage customer expectations, monitor productivity and to schedule work. Work with peers to coordinate maintenance and cleaning schedules. Collaborates with supervisor in scheduling shut down and preventative maintenance period work plans.

Communicate with internal and external customers. Liaise with contractors in handling and resolving work orders. Support Department and Corporate initiatives. Participate in department and corporate projects as a member of the Parks and Recreation Department Operations Team.

Perform related duties where qualified.

### INDEPENDENCE

Work is assigned by Recreation Maintenance Supervisor based on seasonal objectives, user requests, program, and maintenance requirements.

Work is performed according to established guidelines, procedures and regulations.

Supervisor reviews work weekly.

Problems involving deviations from established procedures are reported to supervisor.

## WORKING CONDITIONS

### Physical effort:

Lift and move heavy equipment, supplies, and furniture. (Often)

### Mental effort:

Deal with multiple requests for service, multiple tasks, and constant interruptions. (Occasional)

### Visual/auditory effort:

Normal.

### Work environment:

Recreation Centre and / or Sports Centre.

Work with cleaning compounds, disinfectants, pool chemicals; exposure to body fluids, hot to cold environment and working at heights. (Often)

## KNOWLEDGE, KEY SKILLS, AND ABILITIES

Model the Township's core values in all program activities

**Accountability** – we are transparent and take responsibility for our policies, our decisions, and our actions.

**Integrity** – we practice high standards of ethical behaviour and open communication that inspires trust.

**Respect** – we value people and treat everyone with dignity and fairness.

**Service Excellence** – we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.

**Passion** – we approach our work with conviction and enthusiasm.

Knowledge of principles of ice making, pool chemistry and of the safe use of chemicals and maintenance products.

Knowledge of building/pool/ice making maintenance standards and procedures.

Knowledge of WHMIS and applicable safety legislation.

Knowledge of supervisory and leadership principals.

Ability to train, coach and motivate staff and to communicate work standards.

Excellent oral and interpersonal skills and ability to collaborate with customers and colleagues.

Excellent customer service skills and ability to provide solutions and respond to customer needs.

Ability to use customer information to improve service and to maintain customer relationships.

Proficiency in Microsoft Office, departmental software Systems and e-mail.

Good report writing and record keeping skills.

Ability to adapt to change and emerging organizational or department priorities.

Ability to respect, understand and accommodate diversity and individuals' special needs.

## QUALIFICATIONS

### **Formal education, training, and occupational/professional certification:**

High school graduation plus related supervisory/leadership post secondary training (one year)

Current and valid Class 5 B.C. Drivers Licence.

Current CPR, WHMIS, defibulator and Basic First Aid Certificates

Pool Operator's Certificate, Level I and II. Arena Ice makers Course, Level I & II

Refrigeration Operators Certificate (Formerly the Power Engineer Class 5 with refrigeration endorsement) recognized under the BC Pressure Vessels and Boilers Act.

### **Experience:**

3 years of related experience in a Recreation Facility or an equivalent combination of education and experience.

## OTHER

Required to work some irregular hours including evenings and weekends.

Willing to take courses to maintain legislative qualifications and to upgrade qualifications.

Length of time to become familiar with job duties and responsibilities: up to 12 months.

May be requested to substitute in a more senior position.