

FACILITY SERVICES WORKER

Approval Date: March 2025 **Department:** Recreation & Culture

IAFF

CUPE

Management

Title of Management Supervisor: Recreation Operations Manager

General Accountability:

Purpose and Scope

Reporting to the Recreation Operations Manager and working directly under the supervision of the Facility Services Worker II, the Facility Services Worker is directly responsible for custodial and facility services duties at various City facilities providing seven (7) day per week coverage.

Nature and Scope of Work

The duties for this position are janitorial in nature, which will include, but are not limited to:

- Performs janitorial tasks which include, but not limited to, sweeping, washing, waxing, and polishing floors; vacuuming and extracting carpets; picking up supplies; cleaning washrooms and change rooms; replenishing supplies; cleaning offices; collecting garbage and emptying waste baskets; cleaning walls and windows; and dusting.
- Performs minor repairs and maintenance tasks such as replacing burned-out light bulb etc., reports need for major repairs to supervisor.
- Sets up for recreation program activities and large events including but not limited to setting up and taking down tables, chairs, furniture, portable stages, and partitions.
- Provides customer service to rental groups and users of city facilities.
- Sweeps sidewalks, clears snow, and picks up refuse and generally assists with grounds maintenance tasks.
- Ensures work is performed to acceptable cleaning standards at all facilities.
- Performs work safely following all safe working procedures.
- Other related work as assigned.

Necessary Qualifications

Knowledge:

- Working knowledge of standard methods, materials and equipment used in janitorial care and maintenance of buildings.
- Working knowledge related to chemicals and the mixing of chemicals.
- Working knowledge of WorkSafeBC regulations and safe work procedures as pertaining to the work.
- Working knowledge of conflict resolution strategies.
- Knowledge of fundamentals of accident prevention.
- Familiar with working on a networked computer system.
- Familiar with using various office equipment including photocopier and facsimile machine.

Skills:

- Safe work habits and practices.
- Excellent customer service and good public relations skills.
- Effective and courteous interaction with the public, user groups, other agencies, and internal departments.
- Good verbal and written communication skills.
- Proven time management and organizational skills.
- Strong attention to detail.
- Skilled at remaining calm during hostile situations and when under stress.

- Demonstrates the Department's Core Values of teamwork, respect, integrity, communication, and kindness.
- Basic computer skills.

Abilities:

- Must have sufficient physical strength, stamina, and ability to perform the work.
- Ability to deal courteously and tactfully with coworkers, the public, customers, user groups, other agencies, and other internal departments.
- Self-motivated and able to work with minimal direction or supervision.
- Ability to follow operating guidelines and work in a safe manner.
- Ability to legibly handwrite and maintain notes in a logbook.
- Ability and willingness to contribute to maintaining a respectful, safe, and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity, and fairness.
- Ability to successfully attain a clean Criminal Record and Vulnerability Check prior to commencement of employment.

Education:

- Grade 12 or equivalent.

Training:

Must Have When Applying for Position:

- Building Service Worker Level I and Level II (BSW I and II) Certification.
- Current Level 1 Occupational First Aid Certificate, including adult CPR certification.
- Customer Service training.
- Must possess and maintain a valid Class 5 driver's licence, and produce and maintain a clean driver's abstract, as per City policy.
- Must possess and maintain a clear criminal record and vulnerable sectors check.

To Be Obtained on the Job (within first 6 months):

- Current WHMIS Certification.
- Working Alone or In Isolation Training.
- Muscular-Skeletal Injury Prevention Training.

Experience:

- Minimum six (6) months previous work experience in a janitorial position.

Preferred Criteria (External Postings)

- Access to a personal vehicle for business use

Unusual Working Conditions

- Physically demanding work in a fast-paced working environment.
- Shift work and weekend work required.