



POSITION TITLE: FACILITY OPERATOR

DEPARTMENT: COMMUNITY & CUSTOMER SERVICES

REPORTS TO: ASSISTANT SUPERVISOR-FACILITIES

CATEGORY: PERMANENT FULL-TIME, CUPE (VACANCY)

UPDATED: JUNE 2025

HOURS OF WORK: 40 HOURS/WEEK

RATE OF PAY: \$32.82/HOUR

CLOSING DATE: SUNDAY, MAY 24, 2026 (11:59 P.M.)

HOW TO APPLY: LOYALIST TOWNSHIP'S WEBSITE CAREERS [PAGE](#)

This is an exciting time to join Loyalist Township, you will work alongside a dedicated, community-focused team to operate our brand-new aquatic facility and upgraded recreation centre.

POSITION SUMMARY:

This role is an essential part of service delivery to the residents of Loyalist Township and contributes to the achievement of our Strategic Plan.

Reporting to the Assistant Supervisor, Facilities, this position is responsible for the safe, efficient, and professional operation and maintenance of municipal recreation facilities, including an aquatic centre, arena, and associated public spaces. This includes mechanical operations, facility cleaning and upkeep, ice and pool maintenance, and frontline customer service to ensure a clean, safe, and welcoming environment for all users. This position will work independently and as a team, providing hands-on daily operational guidance.

MINIMUM QUALIFICATIONS:

- Ontario Secondary School Diploma or Grade 12 equivalency
- Post secondary education in recreation, facility maintenance, or a related field is an asset.
- Two years' experience in recreation center operations (pools and arenas) , or equivalent knowledge and skills
- Must possess a valid "G" driver's license, an acceptable driver's abstract
- Current First Aid and CPR certification
- Basic knowledge of general maintenance and cleaning techniques, including the use of power cleaning equipment.

- Demonstrated computer skills and ability to use technology (i.e. interface with mechanical components as related to arena or pool operations, mobile device or similar) including Microsoft Office software, including Word and Excel
- Experience with internal scheduling and display systems (i.e. digital dressing room assignments) such as Xplor, Facility Scheduler or similar programs, considered an asset
- Demonstrated ability to work independently, as well as within a team, demonstrating tact, and diplomacy
- Good interpersonal skills, and ability to provide excellent customer services to internal customers and the public
- Basic Refrigeration is required to be completed within 6 months of start date. Certified Ice Technician-related (ORFA) Courses are an asset.
- Experience in pool operations and a Certified Pool Operators certification is required (must be completed within 3 months of hire)
- Mechanical experience with basic equipment repairs
- Good problem-solving skills with the ability to recognize when to elevate issues to management
- Ability to work shift work and on-call rotations, as well as required overtime

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to perform minor repairs and complete work orders in a timely manner
- Knowledge of the Occupational Health & Safety Act and safe work practices, with ability and willingness to ensure day-to-day adherence to health and safety policies
- Self-motivation and problem-solving skills, allowing for independent work
- Ability to work as a cooperative member of a team
- Good interpersonal and communication skills
- Excellent customer services skills for internal customers and the public
- Ability to participate and successfully complete supplementary training related to Recreation Services (Health & Safety, Propane Handling & Safety, Facility Equipment Operation, etc.)

RESPONSIBILITIES:

Facility Maintenance and Cleaning:

Maintain a high level of cleaning and maintenance to the Community & Recreation facilities, including the W.J. Henderson Recreation Center and other spaces as required, by:

- Regularly clean and sanitize all areas of the facility including washrooms, arena dressing rooms, pool change rooms, hallways, offices, meeting rooms
- Maintain a high level of cleanliness throughout the facility by proactively addressing litter, spills, and cleaning needs both indoors and outdoors.
- Perform seasonal and routine cleaning of windows and walls throughout the facilities
- Providing cleaning and maintenance of Amherstview Branch Library as directed
- In winter, keeping all entrances including exterior walkways free of ice and snow, ensuring slip hazards are reduced
- Set up and take down equipment for facility bookings, programs, and events as required
- Monitor and maintain refrigeration and mechanical pool heat transfer equipment

Communication and Customer Service:

- Provide courteous and professional service to patrons, user groups, and the public
- Respond promptly to inquiries, concerns, or issues raised by users and escalate as

necessary

- Foster a safe, inclusive, and welcoming environment for all facility users.

Arena Operations:

- Install, maintain, and monitor ice surfaces, including flooding, shaving, edging, and painting to ensure high-quality ice conditions suitable for public skating, rentals, and sports programming.
- Operate and maintain ice resurfacing equipment, edgers, and related tools safely and efficiently in accordance with manufacturer guidelines and municipal standards.
- Monitor and adjust refrigeration plant operations to maintain appropriate ice temperatures and ensure the system operates safely and efficiently; respond to alarms and complete log entries as required.
- Perform daily inspections of the ice surface, (dry pad surfaces), boards, glass, dasher systems, benches, and rink infrastructure to identify hazards or maintenance needs, winter and summer operations.
- Ensure HVAC systems are functioning properly to maintain appropriate temperature, humidity levels, and air quality throughout the community center; report and follow up on mechanical issues.
- Maintain cleanliness and safety of arena facilities, including dry pad, dressing rooms, spectator areas, washrooms, lobbies, and mechanical spaces.
- Set up and take down equipment for various facility uses (e.g., nets, dividers) according to booking requirements and safety standards.
- Support seasonal startup and shutdown of the ice plant, including installing/removing ice, painting surfaces, and conducting deep cleans and inspections.
- Maintain accurate logs and reports for refrigeration plant operations, maintenance activities, equipment inspections, and incident response.
- Ensure compliance with all applicable health, safety, and environmental regulations, including TSSA, OHSA, and municipal policies.

Aquatic Operations:

- Monitor and maintain water quality by conducting regular testing for chemical balance (e.g., chlorine, pH levels) and adjusting as needed to ensure compliance with public health regulations.
- Operate and maintain pool filtration and circulation systems, including pumps, heaters, and chemical feeders, to ensure optimal functionality and water clarity.
- Monitor HVAC systems to ensure proper ventilation, humidity control, and air quality within the aquatic facility; report malfunctions and coordinate maintenance as required.
- Perform daily inspections of the pool, deck, mechanical rooms, and surrounding areas to identify and resolve potential safety hazards or maintenance issues.
- Clean and sanitize the pool, deck, and change rooms, including vacuuming the pool basin, backwashing filters, and restocking supplies as required.
- Maintain accurate records of water tests, HVAC readings, maintenance logs, and chemical usage in accordance with municipal and provincial regulations.
- Ensure compliance with all health, safety, and environmental regulations pertaining to public aquatic facilities and indoor air quality standards

WORKING RELATIONSHIPS:

Internal: daily communication with Recreation staff/supervisor, frequent communication with other staff in recreation and parks, occasional communication with other Township employees, human resources, union representatives

External: residents, recreation facility users, contractors/vendors

WORKING CONDITIONS:

- Frequent moderate physical exertion and occasional heavy physical exertion
- Work may include locations with exposure to sensory elements including trash, bodily fluids, chemicals in pool and cleaning operations, and pungent odours
- Outdoor work in various and changing weather conditions that include but is not limited to snow, rain, hot and cold temperatures, and wind
- Shift work, including evenings, weekend, and holidays.
- Occasionally may be required to attend meetings, programs, seminars, events which may take place at different facilities, requiring travel

The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.

Loyalist Township values a diverse workforce and looks to attract and retain people who will work together to provide excellent service to our residents, visitors, business partners, and each other. If you are looking for a rewarding opportunity to work with a team of professionals dedicated to promoting the quality of life and prosperity of our community, come join us!

In accordance with the Accessibility for Ontarians with Disabilities Act, Loyalist Township is pleased to accommodate the individual needs of applicants with disabilities within the recruitment and selection process. Please contact the Human Resources team at hr@loyalist.ca or 613-386-7351 ext. 149 if you require accommodation.