



Job Description

JOB TITLE:	Facility Attendant (Casual)
DEPARTMENT:	Operations and Development
SUPERVISOR'S TITLE:	Manager of Operations, Parks and Facilities
SUPERVISES:	Directly: None Indirectly: Contractors
JOB DESCRIPTION DATE:	January 2022
UPDATED:	October 2026

Position Summary

The Facility Attendant provides facility, cleaning, event, and customer service support at designated Town-owned and operated facilities. The primary work locations are Town Hall and the Commissary kitchen at Fiddle Park, with assignments at other Town facilities as required based on facility use, rentals, events, and operational needs.

The position helps ensure facilities are clean, safe, secure, and ready for use. Duties include opening and closing facilities, cleaning and restocking assigned areas, setting up for events and rentals, responding to basic customer needs, and reporting maintenance, safety, security, or other concerns to the appropriate staff.

The successful candidate will be reliable, friendly, and able to work independently, including evenings and weekends.

Key Responsibilities

- Open and close designated Town facilities, following established security procedures.
- Complete basic opening and closing checks to ensure facilities are clean, orderly, and ready for use.
- Clean and maintain assigned areas, including washrooms, kitchens, public areas, stairwells, and other facility spaces, and replenish supplies as required.
- Provide cleaning and facility support at the Fiddle Park Commissary kitchen and other designated facilities based on rentals, events, facility use, and operational needs.
- Set up and put away tables, chairs, coat racks, and other furnishings or equipment for events and rentals.
- Empty garbage and recycling and dispose of waste appropriately.

- Complete snow and ice removal from assigned areas as required and in accordance with safe work practices.
- Use cleaning equipment and products safely and in accordance with established procedures.
- Respond to basic questions and requests from patrons, renters, residents, and guests in a friendly and professional manner.
- Follow Town policies, procedures, health and safety requirements, and facility guidelines.
- Maintain the confidentiality of information obtained through employment.
- Perform minor, routine facility upkeep within the scope of assigned duties, training, and authorization. Monitor facilities and report maintenance, safety, security, or other concerns requiring attention to the appropriate staff.
- Perform other related duties as assigned by the Manager of Operations, Parks and Facilities.

Qualifications and Experience

Required

- Previous experience in customer service, cleaning, facility operations, hospitality, or a related environment.
- Ability to use or learn to use common cleaning equipment and products safely.
- Ability to follow instructions and established procedures.
- Ability to work independently with limited supervision.
- Good communication and customer service skills.
- Ability to work evenings, weekends, and occasional irregular hours based on facility use and event schedules.
- Ability to perform the physical requirements of the position.
- Valid WHMIS training or willingness to complete required training in accordance with Town procedures.

Preferred

- High school diploma or equivalent.
- Previous experience in a municipal, recreation, community, theatre, custodial, or similar environment.
- Experience with commercial cleaning equipment or facility opening and closing procedures.

Skills and Abilities

- Friendly and professional approach when dealing with the public.
- Good communication and interpersonal skills.
- Reliable and organized, with attention to detail.
- Ability to manage assigned tasks and adjust priorities as needed.
- Ability to work independently and as part of a team.
- Ability to recognize and report issues requiring attention.
- Ability to handle personal or confidential information appropriately.

Working Conditions and Physical Requirements

- Regular standing and walking, with some sitting as required.
- Bending, reaching, crouching, lifting, carrying, pushing, and pulling as part of cleaning, setup, and facility duties.
- Ability to lift and move materials weighing up to approximately 50 pounds, where required, using appropriate safe handling practices.
- Use of cleaning products and equipment in accordance with safe work practices and training.
- Work indoors and outdoors, including exposure to varying weather conditions when performing snow and ice removal or other outdoor duties.
- Regular evening and weekend work, with occasional changes to hours based on facility use, rentals, and events.

Additional Requirements

- Successful completion of any screening or background checks required for the position.
- Compliance with applicable Town policies, procedures, health and safety requirements, and facility guidelines.
- Completion of required training related to the position.