

### **Facilities Attendant General Responsibilities and Duties**

#### **Responsible for maintaining appearance and cleanliness of the fitness equipment and surrounding areas in the Active Living Centre, Frank Kennedy Centre, and Joyce Fromson Pool**

- Spraying and cleaning equipment pieces with attention to detail, additional skills and tools may be required to meet cleanliness standards. Equipment may need to be moved in order to clean zones
- Sweeping, vacuuming, and mopping around equipment pieces
- Re-allocating resources such as spray bottles, paper towel, wet wipes, brooms, etc. throughout facilities
- Refilling wet wipe stations, spray bottles, paper towels, etc. throughout facilities
- Emptying garbage, as well as relocating garbage and recycling to an exterior location
- Using bucket and rag to thoroughly clean day-use lockers and cubbies in multiple sections of the facilities

#### **Assist in the set-up and take-down of events**

- Follow safety protocols for all set up and take down of equipment for events and rentals
- Assist with set-up and take-down of bleachers
- Moving, setting up, and taking down tables and chairs from various locations around the facilities
- Use various sized carts, pallet jacks, and elevators to move equipment and furniture
- Professionally ask members to clear the gym ahead of incoming rentals

#### **Utilize and maintain inventory of cleaning products and equipment**

- Reporting to the Lead Facility Attendant, Facilities Coordinator, or Facilities Supervisor on low stock or out of stock items
- Monitoring broken, damaged, or low stock of supplies related to the Facility Attendant position
- Refilling cleaning products and equipment required for the Facility Attendant position
- Request additional support or supplies that will help the success of the Facility Attendant position

#### **Reporting and recording damaged or faulty equipment**

- Reporting to the Lead Facility Attendant, Facilities Coordinator, or Facilities Supervisor any damaged or faulty equipment
- Regular facility walkthroughs
- Filing and submitting incident reports if faulty equipment or structural damage has cause injury to staff or members
- Monitoring for structural integrity
- Monitoring for lighting, locks, signage, or safety concerns

#### **Serve as a resource to members and visitors for questions about the facilities**

- Professionally interact with members and staff
- Be knowledgeable about our facilities and programs or know where to direct inquiries
- Be able to provide tours of the facilities

#### **Responsible for controlling access into the Active Living Centre and Frank Kennedy Centre**

- Cross-reference all patrons who attempt to access the facility through your entrance with provided participant lists
- Engage will all patrons who arrive for programs and rentals

- Redirect patrons who do not appear on provided participant lists to the Customer Service Desk
- Be vigilant for patrons who appear suspicious and report to the appropriate person

**Provide excellent customer service**

- Engage with all patrons who arrive for programs and rentals
- Answer questions or be able to direct them to the proper channels for further information
- Be informed about programs in our facilities and be able to clearly direct patrons
- Handle all interactions with patrons with grace and patience, and de-escalate any tense situations
- Look attentive and ready to engage
- Be professional at all times

**Availability/Hours:**

0-20 hrs/week, shifts range from Mondays-Fridays 6:00AM to 11:00PM, Saturdays-Sundays 8:00AM-8:15PM; evening and weekend availability is required

**Expectations:**

- Ability to set priorities on shift with little or no direction from supervisor
- Ability to demonstrate a strong work ethic and attention to detail while performing repetitive tasks
- Ability to choose the correct methods for cleaning and organizing
- Problem-solve for solutions or ask for help when needed
- Take initiative if you see something amiss or something that can be improved upon
- Demonstrate excellent customer service skills
- Be on-time and reliable for scheduled shifts
- Provide reliable schedule with minimal last minute requests to change availability
- Be professional

**Skills and Experience**

- Previous experience with events, cleaning, or property management would be an asset
- Previous experience in customer service roles
- Strong attention to detail
- Self-motivated
- Strong problem solving
- Strong communication skills
- Be able to work independently and in a team environment
- Have an interest in or experience with recreation management would be an asset
- Have a background in sports management or participation in sport would be an asset

**Requirements**

- Be a full-time student
- Must be eligible to work on campus and be able to produce required documentation for employment
- Be an individual who is self-motivated, have a positive attitude, and be punctual
- Be able to learn quickly, adapt, and prioritize tasks
- Be able to lift and carry at least 50 pounds
- Must have certification in Emergency First Aid/CPR with AED training (Class C) or willing to obtain within one month of employment
- Be required to work evening and weekend shifts periodically, as determined by supervisor

**How to Apply:**

Please email your application to: [andrea.dietrich@umanitoba.ca](mailto:andrea.dietrich@umanitoba.ca)

**Be sure to include your cover letter and resume**