



Operations II – Job Description

Title

Operations II

Reports To

Brad Pilling, Operations Manager, Operations Department

Summary

The Keystone Centre is known for consistently providing the very highest quality in facilities with attention to detail, cleanliness, and providing friendly, efficient and accommodating service. Ability to operate some larger equipment, all small equipment and perform barn set-ups, unsupervised room and event set-ups of furniture and fixtures and general cleaning of grounds and buildings.

Core Competencies

- Problem Solving- Identifies and resolves problems in a timely manner
- Technical Skills- Pursues training and development opportunities; Strives to continuously build knowledge and skills.
- Customer Service- Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills- Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit. Ability to establish and maintain effective working relationships with fellow employees, management, clients, and the general public.
- Inspires and motivates others to perform well
- Quality Management- Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
- Safety and Security- Observes safety and security procedures; Determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly
- Attendance/Punctuality- Is consistently at work and on time.



Job Duties

- Follow all policies and procedures as outlined in the Employee Handbook* and/or current contract.
- Follow all service and operational standards, policies and procedures consistently.
- Determine and satisfy operational needs of clients as required.
- Attend staff and operational meetings as required.
- Act as Ambassador of The Keystone Centre by placing the satisfaction of the customer first and by assisting the public in a courteous and helpful manner at all times.
- Report any human resource issues or breaches in operation rules and regulations or the governing Collective Agreement of the facility to the Operations Manager
- Be accessible to other departments, clients and managers.
- Answer radio and phone calls courteously and promptly.
- Be aware of and enforce all applicable safety standards and policies. Report infractions as necessary.
- Use and store all tools and equipment in a safe and secure manner.
- Ensure rooms are locked and lights are off when not in use.
- Assist all operations employees and supervisor in the completion of all setups and cleanups for events as required and ice making duties
- Perform repair and maintenance on buildings, equipment and furniture and fixtures.
- Perform grounds keeping including snow removal, tree trimming, garbage pick up and grass cutting.
- Change light bulbs as required.
- Operate all equipment in a safe and efficient manner.
- Report to Operations Manager all building and equipment repair and maintenance requiring attention, outside of Keystone Centre employee capabilities
- Refurbish floors including buffing, stripping and waxing.
- Haul and dispose of garbage according to Keystone procedures.
- Clean and set up for livestock shows.
- Sweep, mop, polish, refinish resilient floors, vacuum and shampoo carpeted areas, dump garbage and recycle bins, perform all cleaning aspects of halls, offices, board rooms, restrooms, lunchroom and meeting rooms as well as wash walls, windows and window coverings.
- Clean light fixtures and change bulbs/tubes.
- Prepare and set up meeting rooms for meetings, parties, or various other activities and cleans up afterwards.
- Keep up to date on Health and Safety Legislation and WHMIS requirements. Perform orientation and training on safety to new workers. Ensure the proper supply of PPE is kept available and that workers are following the proper regulations.
- Detect faulty operations, defective material and report those and any unusual situations to proper supervision.
- Perform all other duties as assigned or needed.
- Prepare, paint and decorate interior and exterior surfaces as required.
- Operate grounds-keeping power equipment and maintain external property.
- Keep current with ongoing changes and new technology and adapt accordingly.
- All other duties as needed.



Requirements

- Ability to perform strenuous physical work.
- Valid Class 5 Drivers License.
- Fork Lift Operators Certificate required.(will train suitable candidate)Capability to work outside in adverse weather conditions.
- Ability to establish and maintain effective working relationships with fellow employees, management, clients and the general public.
- Position requires ability to work evening and weekend as well as varying shifts.
- Good problem solving skills and ability to develop conceptual alternatives.
- Able to effectively communicate both verbally and in writing.
- Must be familiar with cleaning products.
- Strong customer service orientation and skills.
- Basic mathematical skills required.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.

Working Conditions

- Safety equipment will be required, e.g. steel-toed safety boots, safety glasses/goggles, etc.
- Overtime as required.
- Work both indoors and outdoors.
- Ability to stand for long periods of time.
- Reach with hands and arms; climb or balance or stoop, kneel, crouch, or crawl.
- Must be able to lift, push, pull, and move a minimum of 25 pounds.
- Work shift work, weekends

Probation Period

As per Collective Agreement

To Apply

Email: Brad@keystonecentre.com

1 – 1175th 18th St
Brandon, MB R7A 7C5

No phone calls please.