

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The QPEC Systems Operator at Queens Place Emera Centre is crucial in ensuring the smooth operation and maintenance of the facility. This role involves overseeing HVAC systems, refrigeration, skate sharpening, day-to-day custodial duties, and equipment maintenance under the direction of the Manager of QPEC Systems. By maintaining the cleanliness, functionality, and safety of the Centre, the Operator plays a key role in supporting community engagement and the success of events, contributing to the Centre’s reputation as a premier venue. The Operator collaborates with staff, assists with event preparations, and supports other departments as needed, ensuring the facility remains a top-quality environment for all users.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



| Description | Approximate Time Spent (%) |
|--|----------------------------|
| <p>Facility Operation and Maintenance</p> <ul style="list-style-type: none"> Responsible for operating and monitoring the facility systems and maintenance, including but limited to the refrigeration plant operation, and maintenance of the building’s heating, ventilation and air conditioning system (HVAC), arena area, common areas, fitness centre, community room and meeting room. Implement maintenance schedules and operate all equipment, including but limited to HVAC equipment, ice refrigeration plant, ice resurfacing equipment and skate sharpening equipment, including support to all maintenance agreements with external contractors. Undertakes repairs to facility equipment and the general building as necessary and provides regular updates to Manager of QPEC Systems as to any remedial actions that cannot be undertaken immediately. Assist other facility departments as needed. | <p>25%</p> |

| Description | Approximate Time Spent (%) |
|---|----------------------------|
| <ul style="list-style-type: none"> • Ensures facility cleanliness standards are maintained, and deficiencies are immediately reported and remediated, including oversight and completion of general day-to-day custodial tasks throughout the facility. • Conducts regular checks and maintenance to ensure equipment and facilities are safe, clean, functional, and secure. • Complete snow and ice removal, salting, sanding, and regular checks and assessments to ensure entries and exits are safe and clear of hazards. | |
| <p>Safety and Compliance</p> <ul style="list-style-type: none"> • Implement safe work practices and follow safety standards for facility and equipment maintenance. • Maintain logbooks and complete required safety checks to guarantee proper documentation and compliance. • Completes regular inspections of facility equipment and alerts Manager of QPEC Systems of any issues. • Ensures compliance with regulatory requirements and operational standards, including but not limited to, Crane Operators and Power Engineering Act, Nova Scotia Alcohol and Gaming Authority requirements, Labour Standards Code and Occupational Health and Safety requirements. • Maintains awareness of rental agreements, facility usage guidelines and contracts and follows approved facility opening/closing procedures. • Holds and maintains a valid driver’s license during the entire employment period and safely operates all Municipality-owned vehicles, machinery and equipment. • Actively participates in all Region safety initiatives and ensures adherence to safety programs. | 25% |
| <p>Ice and Arena Management</p> <ul style="list-style-type: none"> • Implements prescribed process for ice installation, maintenance, and removal. • Operates ice resurfacing equipment and ensures proper ice quality and maintenance. • Completes skate sharpening services. • Distributes and collects dressing room keys as required. • Implement the facility skate and helmet loan equipment program; ensuring equipment is regularly inspected and maintained. • Oversees arena usage oversight and ensures facility rules and guidelines are adhered to. • Participates in the installation and removal of facility advertising. | 25% |

| Description | Approximate Time Spent (%) |
|---|----------------------------|
| <p>Event and Rental Management</p> <ul style="list-style-type: none"> • Prepare for and support event and special setups and teardown at the facility ensuring specific user requirements are met. • Completes room rental set ups and tear down; including addressing renter requests. • Maintain knowledge and general awareness of terms and conditions of all rental agreements and usage terms for community room, meeting room, fitness studio, arena, fitness memberships, special events and leases. • Participate in crowd control and liaise with 3rd party security as required. | 15% |
| <p>Customer Service</p> <ul style="list-style-type: none"> • Maintains positive interactions with staff, the public, and users. • Responds to inquiries and addresses concerns in a timely and constructive manner. • Supports community engagement and ensures user satisfaction. • Other duties as assigned from time to time. | 10% |

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

MINIMUM QUALIFICATIONS

(Must Have)



Education (degree/diploma/certifications):

- Must hold or be working toward obtaining a Refrigeration Plant Operator 2 Ticket or Power Engineer Class 4 Ticket or lower.
- Must possess and maintain a valid driver's license during the entire employment period.
- Hold and maintain up to date First Aid, CPR, WHMIS certifications.
- Provide satisfactory Vulnerable Sector and Child Abuse Register checks every 3 years during term of employment.

Experience:

- Minimum one year of refrigeration experience.

Knowledge/Skill/Ability:

- Fundamental understanding of the principles of heating, ventilation and air conditioning components and previous experience in the operation and maintenance of an HVAC system in commercial facilities.
- Understanding of computer applications is necessary to monitor the refrigeration plan, HVAC systems and overall facility maintenance.

WORK CONDITIONS



Contacts and Nature of Interactions

| Frequency Legend | | | |
|---|--|--|--|
| Constant – every day for most of the day | Occasional – bi-weekly to monthly | | |
| Frequent – daily | Rare – once in a while | | |
| Regular – weekly | | | |

| Contact (Title) | Internal / External | Frequency | Nature of Interaction |
|---|---------------------|------------|--|
| Manager of QPEC Systems | Internal | Frequent | Receive assignments and report on tasks. |
| QPEC Systems Operator(s) | Internal | Frequent | Coordinate daily tasks and maintenance. |
| Other QPEC Staff | Internal | Frequent | Share and receive information. |
| Event coordinators | External | Regular | Plan and support event setups. |
| Facility users | External | Frequent | Assist and address user inquiries. |
| Contractors and service providers | External | Regular | Order and receive supplies. |
| Regulatory and compliance representatives | Internal/ External | Occasional | Coordinate on safety and regulatory matters. |
| Organizations and user groups | External | Occasional | Assist with facility access and feedback. |

Interactions with contacts are generally courteous and collaborative, although occasional exposure to rudeness or conflict may occur.

Work Demands

This position spends approximately:

- [90]% of the time indoors
- [5]% of the time outdoors
- [5]% of the time driving a vehicle during work

Physical effort:

- Ability to lift in excess of 100 lbs.
- Standing, lifting and manual labour.
- Operating maintenance and facility machinery.
- Facility inspections and equipment checks.

Mental effort:

- Monitoring multiple systems simultaneously
- Quick decision-making under pressure
- Attention to detail during maintenance tasks

Hours of work:

- Flexibility required. Shift work including daytime, evenings, weekends and holidays.

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.



Independent Decision Making:

- Adjusting facility operations for efficiency
- Prioritize maintenance tasks while working independently

Financials and Budget:

- Provides input.

Confidential Information:

- Secure handling of facility access codes and other sensitive information.
- Protecting user and staff data privacy.

Creativity and Ingenuity:

- Problem-solving during equipment malfunctions
- Innovating methods to improve facility efficiency while operating without limits of safety and maintenance procedures and processes.

Leadership, Supervision and Functional Advice

Employees this role manages or supervises:

- N/A

Functional advice this role may provide and to whom it is provided:

- User groups, members, patrons and visitors.
- Suppliers and contractors.

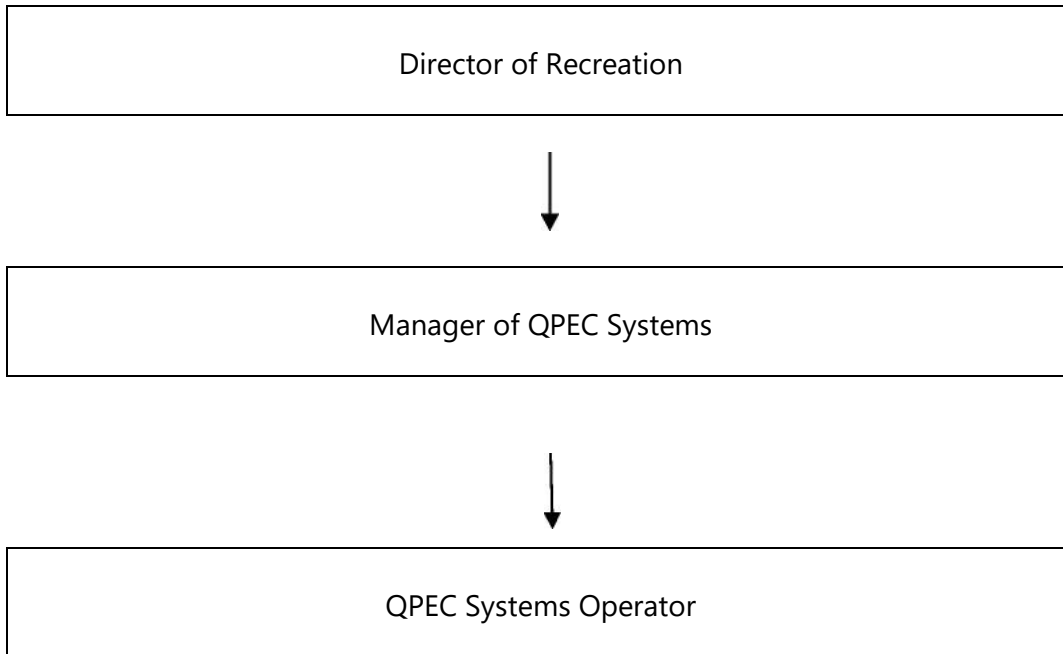
POSITION CLASSIFICATION
(Where this position fits)



| | |
|--|--|
| <p>Position Title: QPEC Systems Operator</p> | <p>Division: Queens Place Emera Centre</p> |
| <p>Department: Recreation</p> | <p>Classification:</p> |
| <p>Positions Supervised Directly:</p> | <p>Reports to (Direct): Manager of QPEC Systems</p> |
| <p>Salary Grade: 4</p> | <p>Positions Supervised Indirectly:</p> |
| <p>Hours per week: Flexibility required. Shift work including daytime, evenings, weekends and holidays.</p> | <p>Work Location: Queens Place Emera Centre</p> |
| <p>Effective Date:</p> | <p>Revision Date: September 8, 2024</p> |

Organizational Chart

The reporting relationship of this position to others within the immediate department.



APPROVAL

Director Approval: _____

Date: _____

CAO Approval: _____

Date: _____