

Update

Ministry

Forestry, Parks and Tourism

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Maintenance Specialist

Current Class

Maintenance Service Worker 3

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

POD - Kananaskis - Canmore Nordic Centre

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Canmore Nordic Centre Provincial Park is a world class 4-season venue with a focus on providing premium quality Nordic skiing (Biathlon & XC), mountain biking, hiking, trail running, and disc golf experiences. This Provincial Park is unique in that it hosts major events and bookings, complex facilities and performance athlete training facilities.

The Facility Maintenance Specialist reports to the Operations Supervisor and is responsible for the ongoing maintenance & operation of the buildings, parking lots, infrastructure and IT systems within Canmore Nordic Centre Provincial Park. This position is responsible to ensure that buildings, infrastructure and systems are fully functioning, are inspected and are well maintained. In addition, this position supports events, meeting room bookings and common area maintenance (parking lots, landscaping, skating rinks) as well as supporting the commercial operators on site with their infrastructure and equipment needs.

This portfolio requires facility infrastructure and maintenance technical expertise (including Building management systems, boilers, elevator systems, alarm systems, etc) contract and business knowledge, team leadership and strong peer and stakeholder relation skills to ensure that all aspects of the Facility and Operations programs are operated and maintained in accordance with industry standards, international sport body requirements/guidelines, client needs and program requirements.

This position provides input to budget and site operational plan development for the site, as well as monitoring of expenditures and approvals to contractors and suppliers.

Reporting to the Operations Supervisor, this position functions within the parameters of applicable legislation, regulations, policies, directives, and guidelines.

This position is a 40-hour per week position and includes weekend workdays to provide 7-day per week operational service at the Canmore Nordic Centre.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

The Facility Maintenance Specialist is responsible for ensuring a safe and high quality visitor experience within Canmore Nordic Centre Provincial Park. Specifically, this position is responsible for maintaining facilities, infrastructure, parking lots, landscapes and site amenities. The responsibilities include:

1. Special Events Activities include:
 - a. Assist in the set-up and cleanup of resources.
 - b. Establish contact, communicate information with safety personnel contracted for the event, and provide trail evacuations.
 - c. As requested and to site standards and procedures.
2. Utilities and Facilities - Perform preventative maintenance and operation of all systems as originally designed. Necessary inspection sheets and logs to be maintained in a well organized fashion. Activities include:
 - a. Perform routine mechanical maintenance.
 - b. Make repairs to heating and cooling systems.
 - c. Test and treat boiler water
 - d. Make emergency repairs to mechanical equipment.
 - e. Make minor plumbing repairs.
 - f. Operate a Building Management Control System to ensure client comfort and satisfaction.
 - g. Make general repairs and perform preventative maintenance.
 - h. Operation and maintenance of the domestic water distribution and supply system
 - i. Perform minor carpentry, painting, and furniture repairs.

- j. Repair door locks.
- k. Lubricate motors, fans and other similar equipment.
- l. Replace filters and belts.
- m. Inspect fire extinguishers monthly.

3. Other related duties.

- a. Miscellaneous preventative maintenance duties.
- b. Assist trades positions and equipment repairs.
- c. Maintain and order supplies.
- d. Maintain and inventory fixtures and furnishings, audiovisual and public address systems.
- e. Maintain all facility signage and pageantry.
- f. Respond to client requests in a timely and professional manner.

4. Administration - Adhere to Department policy and Park guidelines. Tasks are:

- a. Implement the projects and activities identified in Operational Plans according to priority, classification and subject to human and financial resources.
- b. Must possess interpersonal and communication skills with a broad range of individuals, groups and agencies to meet program objectives.
- c. Verbal contact by telephone and respond in a professional manner to the requests for information from the general public.
- d. Accurate, professional, and timely email management.
- e. Accurate salary report completed and submitted according to Department Policy.
- f. Maintain records pertaining to Buildings & Utilities.
- g. Analyze written information gathered from routine daily, weekly and monthly inspections and discuss with Supervisor any major repairs or adjustments required. Minor repairs and emergency needs to be conducted in a timely manner.

5. Public Safety - In a professional manner, perform to Park guidelines with client satisfaction and safety being paramount. Activities include:

- a. Providing emergency response to Park users. Requesting assistance as required.
- b. Maintain adequate first-aid supplies while adhering to OH&S standards.

6. Volunteer - Adhere to Department policy and ensure site requirements are met. Duties include:

- a. Direct Canmore Nordic Centre volunteers on daily tasks ensuring site requirements have been met.

7. Roadway and walkways

- a. Winter snow removal and sanding/de-icing all roadways, walkways and parking areas are cleared of snow and ice in a timely manner. Use of flexible time so overtime is kept to a minimum. Roads and parking areas are safe for public use.

Problem Solving

Typical problems solved:

1. Planning and implementing regular operations, maintenance and repair activities, while minimizing disruptions to the events, bookings, leaseholder activities and visitor experiences.
2. Exceeding the expectations of visitors, event organizers and stakeholders; who have high levels of expectation for the services and facilities at the CNC.
3. Managing high valued infrastructure with limited financial and staff resources as well as limited contractor availability.
4. Utilizing Private and GoA software and systems to support the facility operations and staffing at the Canmore Nordic Centre.

Types of guidance available for problem solving:

Administrative and leadership support of the Operations Supervisor, Area Manager - Specialized Facilities & Trails, Government of Alberta support departments (Service Alberta, HR, Infrastructure, etc.) and staff within the Kananaskis Region.

Direct or indirect impacts of decisions:

The decisions and actions make by the Facility Maintenance Specialist determine the level of success for the Canmore Nordic Centre, the site visitor experience and the success of staff.

Key Relationships

Major stakeholders and purpose of interactions:

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

Facility Operations, Applicable Trades, CET, or a combination of educational and experience

Job-specific experience, technical competencies, certification and/or training:

1. This position requires substantial experience and knowledge of building operations and familiarity with boilers and associated equipment.
2. Relevant legislation, regulations, standards, and codes (e.g., building electrical and mechanical systems and equipment standards, security and emergency management, building and fire codes, Freedom of Information and Protection of Privacy Act)
3. Knowledge and experience with contract administration is required.
4. Applicable information management and business productivity software (e.g., Microsoft Office)
5. Knowledge of government policies and procedures including Occupational Health and Safety Act and WHMIS to ensure consistency and compliance with interacting with other departments.
6. Class 5 Drivers License.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict 	Facility Maintenance Specialist is responsible for cooperatively working with peers, visitors and stakeholders with complex needs.

		<p>resolution</p> <ul style="list-style-type: none"> • Recognizes and appreciates others 	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Facility Maintenance Specialist works independently in a fast pace environment with high public interest in the success of the site.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>The semi-remote nature and operational complexity of the Canmore Nordic Centre means that the Facility Maintenance Specialist will need to use creative problem solving on a daily basis.</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>The Facility Maintenance Specialist is responsible for implementing processes, policies and systems at a site specific scale that align with GoA direction.</p> <p>This requires the position to be agile in their approach.</p>
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities 	<p>The Facility Maintenance Specialist is responsible for identification of professional development opportunities and potential site improvements.</p>

