



Township of East Zorra-Tavistock

Job Description

Recreation Lead Hand

1. **Position Title:**

Recreation Lead Hand – Full time

2. **Date Approved/Revisions:**

June 2026

3. **Pay Grid:**

Grade 9 - based on 40 hours per week

4. **Reporting Relationships:**

Reports to:

- a. Parks and Recreation Operations Supervisor

5. **Purpose:**

Reporting to the Parks and Recreation Operations Supervisor, the Recreation Lead Hand is responsible for the safe and efficient day to day operations of the Township facilities. In addition to the regular duties of the Recreation Facility Operator, the Recreation Lead Hand will be expected to assume the duties of the Parks & Recreation Operations Supervisor in their absence.

Scope of Position:

- a. Work is varied and often in response to Council decisions in addition to the ongoing operations of the Township
- b. All work is performed according to Township policy or is rooted in legislation - the incumbent is expected to organize workflow and work independent of close supervision

6. Responsibilities:

- a. For all Township Facilities
 - i. Responsible for ordering, distribution and inventory for all cleaning supplies
 - ii. Assist Parks & Recreation Operations Supervisor with daily/weekly checks of HVAC systems and refrigeration plant maintenance.
 - iii. Maintains working relationships with contractors
- b. Administrative duties
 - i. Scheduling and supervision of part time arena attendants.
 - ii. Ability to train new staff members and ensure proper Health & Safety training
 - iii. Ensure that supervisory directions are followed by all staff.
- c. Tavistock Arena/ Halls/Pavilions
 - i. Daily operations and maintenance, ensuring operation of ice making equipment and ice maintenance procedures
 - ii. Daily record keeping- daily cleaning and maintenance logbooks, inspections, and supply management
 - iii. Perform all janitorial duties
 - iv. Answers inquiries regarding services and directs public to proper administration for booking requests and answers emails
 - v. Facilitates special events, works with community groups
 - vi. Emergency action plan procedures, fire alarm systems, etc.

- d. Parks, Trails, Playgrounds, Ball Diamonds, Greenspace
 - i. Ensures all outdoor facilities are well maintained in both an aesthetic and safe manner for the public
 - ii. Answers auto dialer call and respond to arena for refrigeration alarms if Supervisor is away
 - iii. Inspects outdoor playground equipment
 - iv. Ensures public washrooms are maintained and cleaned on a daily basis
 - v. Ensures garbage cans are emptied on a regular basis and after rental events (picnics, reunions, ball tournaments)
 - vi. Report any safety issues immediately to direct supervisor
- e. Other
 - i. Provides back up for other areas of Public Works as needed
 - ii. Completes special projects as assigned
 - iii. Other duties as assigned and consistent with the responsibilities set out in this job description

7. Working Conditions:

- a. Work is subject to shifting priorities
- b. Work is performed in full view of the public
- c. Ability to lift a minimum of 25 lbs
- d. A clean Criminal Record Check is required upon hire
- e. Some risk due to stress and verbal abuse when dealing with irate ratepayers/user groups who will not or cannot accept Township by-laws and regulations.
- f. Certain sense of urgency due to public service

8. Hours of Work:

- a. Forty (40) Hours per Week
- b. Normal hours would cover weekdays, but evenings and weekends, with rotating shifts for optimal coverage when needed as per Supervisor
- c. Must be available for emergency response in the absence of Parks & Recreation Operations Supervisor.
- d. Attendance at occasional meetings outside of the normal working day may be required and time in lieu or overtime will be provided.

9. Working Relationships:

- a. With Parks and Recreation Operations Supervisor – Discusses plans and priorities, receives direction, leadership and guidance, recommends operational improvements.
- b. With Parks Foreman - discusses plans and priorities
- c. With Parks & Recreation staff -general supervision, discusses daily work plans
- d. With the Public – provides information and assistance; maintains a high level of tact and courtesy
- e. With Outside Contractors – co-operates with contracted out projects as per direction from Supervisor
- f. With Emergency Services – co-operates in Emergency responses

10. Knowledge and Skills:

- a. Familiarity with arena operations, health and safety regulations.
- b. 2 to 3 years of experience in recreation/ice maintenance & leadership experience
- c. Basic knowledge and experience with HVAC units, plumbing, mechanical, carpentry and electrical would be an asset
- d. Strong knowledge of Refrigeration Plant & operation
- e. Landscaping experience is considered an asset
- f. Strong decision making skills and ability to manage conflicting priorities
- g. Strong communication skills with an emphasis on customer service

- h. High level of initiative and independent judgement and ability to work as a key team member
- i. JHSC certification is an asset, or willing to obtain.
- j. Current WHMIS, First Aid & CPR is an asset

11. Formal Education:

- a. Secondary School Grade 12 Diploma
- b. Basic Refrigeration Course (ORFA)
- c. Certified Ice Technician (or willingness to complete) is an asset
- d. Post-Secondary Education and Training in equipment operation, or practical experience is an asset
- e. Willing to attend job related training as directed by the Township

12. Impact of Errors:

- a. Operational errors would result in costly delays due to equipment and project breakdown and could create safety and convenience risks – death, injury, liability and unfavourable public relations.
- b. Errors in giving information to the public could lead to inadvertent misleading of the public, poor public relations and embarrassment to staff, self and Council

13. Control:

- a. General supervision from the Parks and Recreation Operations Supervisor is based on Council policy and applicable legislation and standards.

14. Licences and Certifications

- a. Must hold a valid Class “G” Drivers Licence

15. Health & Safety

- a. Works safely and in conformity with the Township Health & Safety Policies, Procedures and Guidelines. Uses protective equipment as directed. Participates in Health & Safety training and education exercises.