

Since 1891, Westerner Park has been a place for Central Albertans to gather and celebrate community events. Westerner Park is both an agricultural society and registered not-for-profit with charitable status. Each year, Westerner Park generates more than \$150 million in economic activity, more than 1.5 million visitors come through our gates to celebrate over 1,500 unique events. From weddings and banquets, hockey games and agricultural shows to concerts and trades shows, we continue to be there as Central Albertans join to share in their most memorable moments.

We pair first class facilities with down home service. We treat all our event organizers and guests with the same welcoming, approachable and trustworthy style that has defined our organization for the past 129 years. We enable and service other organizations to gather and celebrate their own purpose and cause.

We are an integral part of central Alberta. We take pride in the experiences we produce and the trade and commerce we facilitate. We support the rural and urban connection in Central Alberta, inspire youth, engage arts, culture and connect our community. Our collaborative spirit facilitates the growth and success of other non-profits and charities. We develop and apply strengths from volunteerism and partnerships for the betterment of our community as a whole.

## SUMMARY

This position involves providing excellent customer service while being involved in all aspects of an event from setting up, maintaining, janitorial duties, setting down and having communications with clients and customers, as well as working with other departments, that sets the stage for successful events.

The General Service Employee is a member of the Event Delivery and Venue Operations (EDVO) team, responsible for the successful execution / setup of various year-round events including internal events, special events, trade shows, consumer shows, conventions, sporting events, concerts and other attractions.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Event Delivery and Venue Operations Supervisors and the EDVO Manager, the General Services Employee is responsible for the following:

### Event Production Duties

- Responsible for the successful execution / setup of various year-round events including internal events, special events, trade shows, consumer shows, conventions, sporting events, concerts and other attractions, as per the Banquet Event Order, BEO.
- Understand client requests and work with the Supervisors / Client Services/ Managers to negotiate and problem solve, to maintain a high standard of service for the clients.
- Responsible for maintaining year-round events by keeping event areas, washrooms, public areas clean pre-event, during and post event.
- Responsible for the take down and cleanup of events in the rooms, pavilions, and outside areas the events were held in.
- Responsible for Agricultural events, setting up of steel panels, horse stalling panels, manure cleanup, operations of ground grooming equipment, tractors, skid steers.
- Able to work around variety of livestock.
- Work cooperatively with all staff, suppliers, contractors, and volunteers to meet guest requirements.
- Responsible for opening/closing of all facilities, grounds as per daily needs and as per BEO's and

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supervisor instructions.

### **Maintenance / Buildings / Janitorial Duties**

- Maintain show requirements i.e., temperature control, garbage removal, lighting, cleaning.
- Responsible for maintaining event areas, washrooms, public area cleaning during, pre and post events.
- Responsible for all janitorial duties, washrooms, entrances, rooms, pavilions etc.
- Light maintenance duties to include, Painting, minor wall repairs, fix tables/chairs, minor carpet cleaning, window cleaning etc.
- Stock and clean janitorial rooms.

### **Maintenance / Grounds Duties**

- Perform general maintenance of sidewalks and parking lots, by way of snow removal, salt spreading, ground sweeping, garbage picking and painting. Maintain an elevated level of presentation and safety in all areas.
- Care for established lawns by mowing, mulching, aerating, weeding, removing thatch, trimming and edging around flower beds, walks, and walls.
- Actively participate in the planting and maintenance of annuals, perennials, and shrub material.
- Provide proper upkeep of planters, memorial benches, Harvest Gardens, and the park in general.

### **Equipment Operation**

- Operate machinery and equipment such as forklifts, skid steers, tractors, floor scrubbers, sanding equipment, street sweepers, man lifts, backpack snowblowers, mowers, chainsaws, electric clippers, water truck, pruning saws and power grass trimmers, as per training.
- Hand tools, as per training.
- Monitor all tools, equipment and machinery for needed maintenance, reporting any concerns as per training.
- Responsible for doing equipment checks, walk arounds and minor maintenance before and after operation of equipment as per training.

### **Safety Responsibilities**

- Maintain a clean and safe job site at all times.
- Utilize required personal protective equipment.
- Follows all company security and safety policies and procedures.
- Follows all company equipment policies and procedures.
- Participates in safety meetings and training.

### **QUALIFICATION AND REQUIREMENTS**

- Ability to work shifts, which include weekends and evenings. Can include starts times as early as 6am to as late as 2:30 am.
- Ability to work outdoors in inclement weather.
- A valid Class 5 Driver's License.
- ProServe certification of required.
- First Aid training.

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- Familiar with MSDS, Material Safety Data Sheets.
- Excellent oral and written communication skills.
- Basic computer knowledge, familiar with SharePoint, Excel, Word and Eventpro.
- Able to use computer skills to access schedules, SOP's ( standard operating procedures ), general inquiries, as well as fill in reports as needed.
- Proven ability to provide exceptional customer service.
- Manual labor for extended periods of time, including heavy lifting as required (up to 50 pounds).
- Ability to carry out tasks safely, demonstrated thoroughness, willingness and dependability in completing all aspects of the job.

## WORK ENVIRONMENT

- Given Westerner Park is in the Major Events industry, this individual will need the ability to be adaptable and flexible with their time.

**AFFILIATIONS** Member of the Westerner Employee Association

**RATE** \$21.79 - \$24.70

**TO APPLY** Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to [HR@westernerpark.ca](mailto:HR@westernerpark.ca)

**This job description is not intended to be all inclusive and successful incumbents may perform other related duties as requested to meet the ongoing needs of the organization.**

**Thank you for your interest with Westerner Park. We look forward to reviewing your application.**

**Important Message:** We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until a successful applicant is found.

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