

GENERAL SERVICE EMPLOYEE HOUSEKEEPING

CASUAL

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 Housekeeping General Service Employee, is a member of the Event Delivery and Venue Operations (EDVO) team, responsible for ensuring that both front of house and back of house areas are kept clean and sanitized. This also includes assisting with the 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 Housekeeping General Services Employee is responsible for the following:

The Housekeeping General Service Employee will liaise with staff, clients and guests to provide Event Delivery support to match their needs and requirements.

Housekeeping Duties

- Greet guests and respond to requests in a friendly and courteous manner.
- Clean, ensuring proper disinfectant procedures are followed.
- Perform general housekeeping duties including cleaning and disinfecting in both front and back of house in all facilities on Westerner Park grounds.
- Replenish toilet tissue, paper towel and soap as needed.
- Disinfect all high touch areas including but not limited to; door handles, ATM's, counters, Point of Sale Systems.
- Ensure that hand sanitizer stations are restocked as needed.
- Report damages and acts of vandalism.
- Ensure cleaning materials and supplies are stored in a safe and orderly manner.

Westerner Park supports diversity in all our human resources practices.

- Restock materials and supplies as needed.
- Monitor the need for equipment maintenance and repair and keep accurate documentation.
- Ensure compliance with MSDS and Alberta Health and any other required legislation regarding chemical products.
- Complete logbooks, check off sheets as necessary.
- Correctly and accurately record cleaning tasks completed.
- Perform general housekeeping tasks in all public areas during event hours or as assigned.
- Able to operate rider / push power floor scrubbers, or as trained.
- Any other duties as assigned.

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 supervisor instructions.

QUALIFICATION AND REQUIREMENTS

- Ability to work shifts, which include weekends and evenings.
- Ability to work outdoors in inclement weather.
- A valid Class 5 Driver's License.
- ProServe certification if required.
- First Aid training.
- 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, 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.

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AFFILIATIONS	Member of the Westerner Employee Association
RATE	\$15.00 - \$16.32
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

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.