



POSITION TITLE:	Ticketed Operator - East Hants Sportsplex
REVISION DATE:	April 2026
REPORTS TO:	Operations and Maintenance Coordinator
POSITION SUMMARY:	Under direction of the Operations and Maintenance Coordinator, the Ticketed Operator is responsible for the day-to-day maintenance of the East Hants Sportsplex Municipal buildings and properties, maintenance of the ice rink, preparation of dressing rooms, and ice plant equipment is checked and maintained. Performs other maintenance for the facility as needed.

TASK NO.	DESCRIPTION
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Position Descriptions are intended to provide an outline of the general areas of responsibility and duties associated with a given position. Position descriptions are not intended to capture the full breadth of tasks and/or assignments an employee may be directed to complete at any given time. The MEH reserves the sole and unfettered right to make changes to this position description, as required by the organization, without impact upon the employment relationship.

JOB DUTIES & RESPONSIBILITIES

1. Arena Maintenance and Operations (85%)

- 1.1. **Ice Resurfacing** - performs ice resurfacing and daily ice maintenance including but not limited to ice depth checks to maintain optimum thickness, daily edging, maintains ice resurfacing machines, including but not limited to ice blade and propane cylinders. 2.
- 1.2. **Maintenance** - Assist in the maintenance of the ice surface, including resurfacing, patching, and ensuring the ice is free of debris. Operate ice resurfacing equipment under supervision if required.
- 1.3. **Inspections** - Inspect, maintains, and cleans equipment, complete inspection forms and log all pertinent information.
- 1.4. **Cleaning** - Cleaning, maintaining and repairing arena lobby floors, glass, walls, washrooms, stands, supply rooms, furnace rooms, glass, time box, players benches, nets, staff room, stairs, and snow removal.
- 1.5. **Events** - Set up and take down equipment for events, such as goals, nets for user groups. Sets up rooms and assigns dressing rooms as directed.
- 1.6. **Logs** - Maintains accurate logbooks for tasks including but not limited to, snow clearing, incident and near miss reporting, ice cleaning, and janitorial tasks.

2. Additional Duties (15%)

- 2.1. **Administrative Duties** - Preparation of work reports, log books, timesheets, and risk assessments.

- 2.2. **Communication** - Greet and assist patrons, providing information and directions as needed. Address inquiries and resolve complaints in a courteous and efficient manner.
- 2.3. **Emergency Response** - Be familiar with emergency procedures for the facility and assist in the event of an emergency.
- 2.4. **Opening/Closing** - Open/close the facilities as per established procedures.
- 2.5. **Other Duties** - Performs other duties and responsibilities as required.

REQUIRED QUALIFICATIONS AND TRAINING

Education and Experience

- Valid NS Department of Labour 2nd Class Refrigeration License (or equivalent, e.g. 4th Class Power Engineer Certification)
- High school diploma or equivalent plus a one (1) year certificate in a related field such as mechanical, facilities management, building systems or electronics is required.
- Relevant technical experience in building maintenance, heating, ventilations or air conditioning (HVAC) considered an asset.
- Minimum one (1) year experience working in a refrigeration plant. Experience in a related field such as mechanical, landscaping, electrical or construction may be considered.
- Related OH&S courses such as WHMIS, First Aid, Confined Space Entry and Fall Protection is preferred.
- Clean Vulnerable Sector check and Child Abuse Registry Check.
- An equivalent combination of education and experience will be given consideration.

Knowledge, Skills, Abilities

- Basic skills in Microsoft Office Suite
- Must be mechanically inclined and able to operate small equipment such as a lawn mower and power saw.
- Must be a self-starter in order to determine priorities and to be able to work alone.
- Must be physically able to lift 30 lbs. and work outside under extreme weather conditions
- Must have a valid Class V driver's license.

Working Environment

- The workload of this position is frequently unpredictable with urgent maintenance priorities and will require some overtime outside of scheduled hours on an unpredictable, without notice basis. ***This position works on-call on a rotational schedule for emergency maintenance as required.***

I hereby certify, to the best of my knowledge, the information provided regarding this job description is complete and factual, and accurately describes the work performed.

<i>Employee's Signature</i>	<i>Employee's Name (print)</i>	<i>Date:</i>
<i>Supervisor's Signature</i>	<i>Supervisor's Name (print)</i>	<i>Date:</i>
<i>Director's Signature</i>	<i>Director's Name (print)</i>	<i>Date:</i>

CAO's Signature

CAO's Name (print)

Date:

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2.6. Inspect, maintains, and cleans equipment, complete inspection forms and log all pertinent information.

2.7. Monitors the refrigeration plants and accurately records readings in logbooks. Reports any inconsistencies or issues.

REQUIRED QUALIFICATIONS AND TRAINING

Education and Experience

- Grade 12 education or equivalent.
- Related experience in cleaning methods, solutions, equipment, and procedures used in the care of large buildings.
- Current WHMIS, CPR/First Aid certification, Biohazard or ability to successfully complete.
- Clean Criminal Records Check and Child Abuse Registry Check.

Knowledge, Skills, Abilities

- Operation of equipment and tools.
- Work environment may include industry acceptable levels of dust, fumes, noise, etc.
- Proficiency of custodial work in children-oriented and vulnerable population environments.
- Heavy lifting may be required.
- Ability to work independently.

Working Environment

- This position requires irregular schedules with evening and week end work.
- Work hours vary from 6am-12am.
- This position qualifies for overtime pay.

I hereby certify, to the best of my knowledge, the information provided regarding this job description is complete and factual, and accurately describes the work performed.

<i>Employee's Signature</i>	<i>Employee's Name (print)</i>	<i>Date:</i>
<i>Supervisor's Signature</i>	<i>Supervisor's Name (print)</i>	<i>Date:</i>
<i>Director's Signature</i>	<i>Director's Name (print)</i>	<i>Date:</i>
<i>CAO's Signature</i>	<i>CAO's Name (print)</i>	<i>Date:</i>