



Job Description

Facility Attendant

Position Title:	Facility Attendant
Classification:	Seasonal, Part Time
Pay Band:	\$31.69 (January 2026)
Department:	Recreation and Culture
Union:	International Union of Operating Engineers (IUOE)

Position Summary

Under the supervision of the Facility Coordinator and direction of the Manager of Recreation & Culture, the Facility Attendant is responsible for supporting the day-to-day operation and maintenance of the Campbell Region Interpretive Centre and Town RV Parks. The position ensures facilities and grounds are maintained in a safe, clean, and welcoming condition for visitors and residents.

The Facility Attendant provides customer service, assists with facility operations, and supports program delivery while ensuring compliance with Town policies, Territorial regulations, and the Workers Safety and Compensation Act.

The position requires professionalism, sound judgement, and the ability to interact positively with visitors, staff, and members of the public.

Reporting Relationship

The Facility Attendant reports to the Facility Coordinator. In the absence of the Facility Coordinator, the position reports to the Manager of Recreation & Culture or CAO.

Responsibilities

- Assist with the daily operation of the Campbell Region Interpretive Centre and RV Parks.
- Provide customer service by greeting visitors, responding to inquiries, and offering information on local amenities, programs, and regulations.
- Support campsite reservations, visitor services, and general front-line operations.
- Maintain facility and grounds cleanliness, including litter collection, garbage removal, and light janitorial duties.
- Assist with routine maintenance tasks and report maintenance concerns to the Facility Coordinator.

- Monitor the use and condition of facilities and equipment to ensure safety and proper operation.
- Assist with opening and closing procedures for facilities and grounds.
- Support delivery of cultural programs, events, and visitor experiences as required.
- Handle basic cash transactions and assist with fee collection in accordance with Town procedures.
- Maintain records including daily logs, inventory tracking, and incident reports.
- Respond to public concerns and report issues to the Facility Coordinator or Manager as appropriate.
- Identify and report hazards, unsafe conditions, or suspicious activities.
- Participate in safety meetings and training sessions.
- Maintain confidentiality of information related to operations and visitors.

Qualifications – Education / Training

- Grade 12 diploma or equivalent combination of education and experience.
- Standard First Aid with CPR-C certification (or willingness to obtain).
- WHMIS, or willingness to obtain.
- Basic computer skills, including Microsoft Office or similar programs.
- Knowledge of local programs, tourism, or cultural services is considered an asset.
- Ability to speak a second language is considered an asset.

Qualifications - Experience

- 1–2 years of experience in customer service, tourism, hospitality, or recreation environment is desirable.
- Working knowledge of basic computer systems and software, including Microsoft Office
- Knowledge of the Town of Faro, local attractions, and cultural programming is considered an asset.
- Ability to speak a second language is an asset.
- Ability to perform the physical requirements of the position, including standing, walking, bending, lifting up to approximately 50 lbs, and working outdoors.
- Ability to work flexible hours including evenings, weekends, and holidays is a requirement of the position.
- Ability to maintain confidentiality and exercise sound judgement when handling information related to Town operations.

Leadership

- Demonstrates professionalism and a positive attitude when interacting with the public and coworkers.
- Supports team operations and contributes to a safe and respectful work environment.

- Follows direction and assists others as required.

Initiative / Creativity

- Works independently within established procedures.
- Identifies and reports operational issues and safety concerns.
- Suggests improvements to services, programs, or facility operations.

Impact of Errors

- Failure to operate the facility in compliance with prevailing policies, regulations, or permits may create significant liabilities for the Town of Faro.
- Errors or negligence may cause embarrassment to Town of Faro or the public.
- Engaging in gossip, rumors, or other unprofessional commentary within the organization or within the community about the organization may negatively impact the Council's, Staff, and/or public confidence.
- Breaching confidentiality may expose the Town to reputational, financial, and legal risks.

Decision Making

- Makes routine decisions related to customer service, facility operations, and safety.
- Addresses minor issues and refers complex or sensitive matters to the Facility Coordinator or Manager.
- Follows established policies and procedures.

Working Relationships

- Works closely with the Facility Coordinator and Recreation & Culture staff.
- Interacts regularly with visitors, campers, and members of the public.
- Cooperates with other Town departments as required.
- Maintains professional and respectful communication.

Working Conditions

- Work is primarily performed within the CRIC and RV Parks environment, where stamina is needed to perform moderate to heavy lifting of equipment and furniture, and to stay in the CRIC and RV Parks for prolonged periods.
- The incumbent must possess the mobility to kneel, reach, bend, climb, push and pull materials and equipment.
- The incumbent must also possess the mobility to work in an office setting and use standard office equipment, including a computer, vision to read printed materials

and a computer screen, and hearing and speech to communicate in person or by using a telephone and/or radio.

- The incumbent will be required to work in outdoor and indoor environments and may be exposed to variable weather conditions.

Hours of Work

- As determined by the Manager of Recreation & Culture or designate. The incumbent may be assigned a regular work schedule, which includes weekends, early mornings, evenings, and statutory holidays.

Effort

- Moderate physical exertion required
- Strength required including lifting, pushing and pulling and participating in recreation activities with participants
- Must be prepared to complete projects on schedule, and with interruptions due to priority changes, emergencies or public demand
- Most work assignments are in public view and therefore subject to criticism