

Maintenance Service Worker – Subsidiary 4

APS Benchmark Listings

Sub.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Maintenance Service Worker 3 (Point Range 161 - 191)												
004	043MW26	Arts, Culture and Status of Women	Restoration Craftsperson	C+	I	1	115	22	25	R1	29	169
004	043MW25	Forestry and Parks	Parks Maintenance Crew Lead	C+	I	1	115	22	25	R1	29	169
004	043MW21	Infrastructure	Grounds Supervisor	C	I	2	115	25	29	R1	33	177
004	043MW23	Infrastructure	Maintenance Service Worker	C+	I	1	115	22	25	R1	29	169
Maintenance Service Worker 2 (Point Range 114 - 160)												
004	042MW23	Forestry and Parks	Parks Maintenance Worker 2	C	T+	1	87	22	19	R1	22	128
004	042MW22	Infrastructure	Maintenance Service Worker	C	T+	1	87	22	19	R1	22	128
Maintenance Service Worker 1 (Point Range 85 - 113)												
004	041MW58	Forestry and Parks	Parks Maintenance Worker	B+	T	1	66	14	9	R1	10	85
004	041MW57	Infrastructure	Fire Equipment Refurbisher	B+	T	1	66	14	9	R1	10	85

Last Review / Update: May 2024

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Subsidiary 4

Benchmark Evaluation – 043MW26

Identification Section

Working Title:	Restoration Craftsperson
Department:	Arts, Culture & Status of Women
Division, Branch/Unit:	Heritage, Historic Resources Management Branch
Reports To:	Restoration Team Lead (Carpenter 2)
Levels to D.M.:	6
Job Description:	043MW26
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	043MW – Maintenance Service Worker 3

Comments on Role

Reporting to the Restoration Team Lead of the Conservation and Construction Services Program (CCS), the Restoration Craftsperson performs assigned conservation (preservation, restoration, rehabilitation) and maintenance construction and renovation related tasks and activities.

This position performs a variety of contemporary and traditional trades and crafts in the development and maintenance of historic resources that are owned and administered by the department to ensure their preservation.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+ I 1 115	22% 25	R1 29	169

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

This is skilled work requiring a broad knowledge of modern and traditional construction and renovation practices and approaches relevant to the conservation and maintenance of historic structures and sites gained through considerable experience. Knowledge of modern, craft and period tools and equipment including safety practices and operation of equipment is necessary. The push (+) recognizes the requirement for specialized content knowledge of conservation and maintenance practices of historic

buildings.

Complexity and Diversity:

Position is an individual contributor performing a range of skilled restoration, conservation and maintenance work with an understanding of contemporary, craft and traditional approaches, practices and standards.

Human Relations Skill:

Communication is for the purpose of receiving and exchanging information and functional direction or clarification. The “2” rating is not supported because they are not supervising or influencing the behaviors of others.

- **Creativity/Problem Solving:**

Daily tasks and activities are planned and assigned by the Restoration Team Lead based on skills and experience. Work is performed within a defined framework governing standards and practices for conservation of historical buildings and sites, and safety regulations. The 25 % rating is not supported because there is access to assistance and there is limited latitude to consider alternate methods for preservation/conservation.

- **Responsibility:**

Service delivery role performing conservation and maintenance support work on historic buildings and sites.

Last Reviewed: October 2023

Subsidiary 4 Benchmark Job Description – 043MW26

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Restoration Team Lead of the Conservation and Construction Services Program (CCS), the Restoration Craftsperson performs assigned conservation (preservation, restoration, rehabilitation) and maintenance tasks and activities.

This position performs a variety of contemporary and traditional trades and crafts in the development and maintenance of historic resources that are owned and administered by the department to ensure their preservation. The protection, preservation and presentation of these historic resources are among the Division's core business objectives.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Historic resources owned and administered by the Department are adequately maintained and their conservation aligns with the requirements of the *Historical Resources Act*, the Standards and Guidelines for the Conservation of Historic Places in Canada, and other Department policies and priorities by:

- Consulting with Restoration Team Lead to determine the broad requirements for assigned projects and assisting with the development of project scopes and work schedules, as well as the procurement of material, equipment, and other resource needs for projects.
- Performing and executing the approved interventions based on approved design, accepted conservation standards, and established practices. Ensuring appropriate conservation treatments are utilised for buildings and sites based on their history, extant materials, and their conditions. Utilising appropriate trades and crafts for execution of the approved projects.
- Performing modern and traditional carpentry and crafts in the conservation and maintenance of historic structures and their landscapes. Utilising various traditional tools such as broad axes, scoring axes, slicks, chisels and hand planes to accurately replicate replacement components to replace deteriorated original ones. Utilising contemporary trade skills such as carpentry, painting, window and lock repair in the conservation and maintenance of historic buildings.
- Mixing and applying historic plaster finishes to match the original and maintaining such finishes as required. Applying and maintaining thatch on historic building roofs.

CCS program's restoration workshop located at the Ukrainian Cultural Heritage Village is properly maintained and its resources are readily available for use by Department staff by:

- Assisting the Restoration Team Lead with procurement and management of necessary supplies, materials, equipment (including but not limited to fleet vehicles and implements), and tools for any given work period.
- Assisting the Restoration Team Lead with proper storage and inventory of all supplies and materials on site.
- Assisting the Restoration Team Lead with the maintenance and inventory of all equipment and tools.
- Reporting any defects and deficiencies that may affect the performance of equipment and tools and assisting with their repair.

Seasonally operated historic sites within the Division are maintained and safe for public visitation and meet the requirements of the *Occupational Health and Safety Act* by:

- Assisting the Restoration Team Lead with performing the assigned site opening and closing activities along with other program areas within the department.
- Advising the Restoration Team Lead of any safety concerns or deficiencies that may prevent safe access to the sites.
- Implementing and executing approved mitigative interventions to ensure safe access to the sites by staff and the public is maintained.
- Performing cyclical preventive maintenance tasks and activities at various historic resources owned and administered by the department.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position is responsible for execution of a diverse number of both period trades and crafts and modern construction skills that this position must call upon in undertaking necessary work. In addition, the position interacts with other trades, requiring an understanding of how these trades relate to his work being performed. Creativity is demonstrated by proposing alternate approaches to problems at hand and presenting them and their impacts to the Restoration Foreman for final approval. This position must be able to work independently to complete assigned tasks.

Typical problems solved:

Reporting to the Restoration Team Lead and working in collaboration with CCS's Heritage Conservation Technologists (HCTs), the position is responsible and accountable for the execution of assigned conservation (preservation, restoration, rehabilitation) and maintenance projects. The position also assists other program areas within the department with assigned tasks and work request.

Types of guidance available for problem solving:

The conservation (preservation, restoration, rehabilitation) of an historic structure is a complex and involved exercise requiring input from many disciplines; however, in the end, it is the skill with which the conservation is executed that makes it credible and hence valuable as an educational tool. This is the task that falls to this position under the guidance of the Restoration Team Lead and other Conservation and Construction Services staff.

The position works on a diverse and complex range of sites, site elements, and structures - everything from a simple pigpen to an opulent house or a huge industrial complex.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- At least 2 years of related experience and exposure to traditional crafts and historic building conservation and maintenance practice.

Knowledge:

- Familiarity with the Standards and Guidelines for the Conservation of Historic Places in Canada.

- An understanding of the *Occupational Health and Safety Act* and regulations.
- A working knowledge of the Alberta Building Code as it pertains to wooden structures.

Skill and abilities:

- The skills necessary to be competent in carpentry, log working, thatching, plastering and painting.
- Familiarity with a wide range of modern tools and historic tools and equipment including broad axes, adzes, all traditional and power tools used in carpentry.
- The decision-making skill when working on a specialized task that only a person familiar with the properties of the material and the tools in use can exercise.
- The experience necessary to make recommendations regarding time- and cost-saving measures.
- Special Requirement: Physically able to perform the manual duties found in the position assignment.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Interacts daily with the Restoration Team Lead - confirm tasks, seek guidance, report results, and accept feedback and training.
- Interacts regularly with volunteers (during sites opening season) - collaborate on completing assigned tasks, reporting progress to Restoration Team Lead.
- Interact with CCS Team including Program Head and HCTs - participate in on-site discussion to discuss details of projects, provide feedback, complete assigned tasks.
- Interacts with other department staff from other areas (daily/weekly/monthly) to discuss requests and assigned tasks with prior approval of the Restoration Team Lead.

Supervision Exercised

No Supervision.

Subsidiary 4 Benchmark Evaluation – 043MW25

Identification Section

Working Title:	Park Maintenance – Crew Lead
Department:	Forest and Parks
Division, Branch/Unit:	Parks, Regional Operations
Reports To:	Park Maintenance Supervisor
Levels to D.M.:	6
Job Description:	043MW25
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	043MW – Maintenance Service Worker 3

Comments on Role

The Park Maintenance Crew Lead supports the Park Maintenance Supervisor and/or District Maintenance Lead by assisting with supervision of seasonal park maintenance workers. This includes providing support with training seasonal staff and assisting with supervision of projects and staff. Core duties include performing park maintenance activities (site, vehicles and equipment), and operating light or medium sized equipment (as trained). The Park Maintenance Crew Lead may be the sole responsible maintenance staff person at a smaller park/worksite.

The work performed must meet required quality standards, be reflective of visitor needs and organizational priorities, comply with applicable divisional and departmental guidelines and policies, and be completed in accordance with safety practices and regulations.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+ I 1 115	22% 25	R1 29	169

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

The position requires knowledge of how to operate light, medium and heavy equipment, and use various tools. Additional on the job knowledge is acquired to complete facility and playground inspections, water/wastewater small systems operations, and conducting preventive maintenance and repairs on equipment and machinery, supporting the push (+) on the “C.”

Complexity and Diversity:

The position requires an understanding of all functions necessary for park maintenance in order to provide functional direction to the Park Maintenance Workers, and seen as a full contributor, supporting “I” rating.

Human Relations Skill:

The position communicates for the purpose of exchanging information relating to completion of work. Provision of guidance and functional oversight is recognized. The “2” rating is not supported because it is not responsible for formal supervision or influencing the behavior of others.

▪ Creativity/Problem Solving:

The position deals with a variety of issues related to maintenance work and facility inspections. The position follows standardized operating procedures and has access to a supervisor. A rating of 25%” is not supported as procedures are not diversified; solutions are found within defined framework, and job-related knowledge guides issue resolution.

▪ Responsibility:

Service delivery through the maintenance of Parks’ facilities and equipment to ensure they are well maintained for public use.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 043MW25

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Park Maintenance Crew Lead performs year-round public-facing park maintenance work intended to ensure park facilities are safe and clean at all times and supports the provision of a high-quality visitor experience to park visitors by Alberta Parks.

The Park Maintenance Crew Lead supports the Park Maintenance Supervisor and/or District Maintenance Lead by assisting with supervision of seasonal park maintenance workers. This includes providing support with training seasonal staff and assisting with supervision of projects and staff. Core duties include performing park maintenance activities (site, vehicles and equipment), and operating light or medium sized equipment (as trained). The Park Maintenance Crew Lead may be the sole responsible maintenance staff person at a smaller park/worksite.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Maintain park grounds and facilities to established standards in order to provide a safe, high quality visitor experience and maximize the life span of facilities by:

- Performing various maintenance tasks such as:
 - grass cutting & vegetation management.
 - garbage collection and litter pick-up.
 - light equipment operation (power tools, lawnmowers, trimmers, off-highway vehicles, chainsaws, other specialty equipment as required, and as trained).
 - Landscaping.
 - Painting.
 - snow clearing.
 - campsite and trail clearing/maintenance.
 - basic building maintenance tasks.
 - cleaning of washrooms, kitchens, cabins, and comfort sites as applicable.
 - floor maintenance in buildings.
 - Installation and removal of docks and maintenance of beaches.
 - Assisting with hazardous tree management programs.
 - Installing and maintaining signage.
- Responding to public concerns and complaints regarding facility maintenance issues.
- Assisting with facility inspections on an ongoing basis to identify concerns, deficiencies, and hazards.
- Fixing identified maintenance deficiencies and providing supervisor with regular progress updates.
- Operating medium and heavy equipment (OHVs, skidsteers, loaders, graders, excavators, groomers etc.) where trained and where applicable.

Ensuring that all equipment and fleet vehicles are maintained to required standards in order to ensure safe and efficient operation by:

- Coordinating and/or performing repairs and preventative maintenance of equipment and vehicles as required to ensure safe and efficient operation.
- Ensuring that all tools and equipment are inventoried and accounted for.
- Assisting with equipment inspections as required.
- Identifying equipment replacement/acquirement needs to supervisor to allow for budgeting.

Assisting with onboarding, training and supervision of seasonal park maintenance staff:

- Supporting onboarding of seasonal maintenance staff by providing orientation and task specific training.
- Monitoring and evaluating work being performed by staff to ensure required quality standards are being met and implementing corrective measures if required. Provide direction, instruction, and coaching as needed to rectify any observed safety, quality or process deficiencies.
- Reporting ongoing or safety sensitive performance concerns to supervisor and supporting the supervisor with implementing corrective actions.
- Providing input for monthly staff scheduling and priority setting.
- Covering off supervision duties for Park Maintenance Supervisor days-of-rest and vacation.
- In some cases, the Park Maintenance Crew Lead may also be formal supervisor of other MSW1 and MSW2 staff at a work site.

Supporting the operation of various utility systems in accordance with applicable standards and regulations to ensure ongoing and safe provision of drinking water and wastewater removal/treatment by:

- Assisting with start-up/shutdown and operation of basic utility systems.
- Taking and submitting water samples for bacteriological analysis.
- Performing basic chemical analysis of water samples to determine chlorine levels.
- Troubleshooting and performing basic maintenance tasks on water distribution pumps, pipes, and valves.
- Coordinating the timely removal and disposal of wastewater from various holding tanks.

Performing other maintenance related tasks as required such as:

- Assisting with contract performance observation as requested by supervisor.
- Providing input into equipment specifications for procurement purposes.
- Procuring maintenance related supplies from local vendors once approved by supervisor.

Ensuring that all activities are conducting in a safe manner, adhering to all applicable worksite health and safety requirements:

- Completing all required worksite health and safety orientation and job specific training and reviewing applicable hazard assessments prior to completing a task.
- Appropriately completing as required all incident reporting and health and safety documentation.
- Completing all work using appropriate safe job practices and safe work procedures.
- Providing worksite health and safety training and orientations for other staff onsite.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- Some high school experience, and related training. High School Diploma is an asset but not required.
- 2 Years Directly Related Experience including supervisory experience is required.
- Valid First–Aid certificate.
- WHMIS.
- Valid Class 5 driver's license.

Knowledge:

- Working knowledge of plumbing, electrical, carpentry, and mechanical systems.
- Knowledge of Occupational Health and Safety legislation, policy, and guidelines.
- Knowledge of and ability to use computers, mobile devices and apps.
- Knowledge of contracting process and ability to supervise contractors.

Skills and abilities:

- Strong leadership skills and the ability to work with diverse staff and contractors.
- Ability to operate light, medium and heavy equipment and various tools.
- Well-developed organizational and time management skills.
- Good written and verbal communication skills.

Supervision Exercised

No supervision.

Subsidiary 4

Benchmark Evaluation – 043MW21

Identification Section

Working Title:	Grounds Supervisor
Department:	Infrastructure
Division, Branch/Unit:	Property Division, Property Management Branch, Government Centre and Law Courts
Reports To:	Facilities Coordinator
Levels to D.M.:	6
Job Description:	043MW21
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	043MW - Maintenance Service Worker 3

Comments on Role

The Grounds Supervisor plans, organizes, and coordinates site maintenance services for the Alberta Legislature grounds. This position supervises permanent, wage, agency, and summer student staff grounds workers, and contractors as required, including scheduling, assigning, and monitoring work and ensuring work is performed in accordance with established standards and safety requirements. The Grounds Supervisor ensures staff are appropriately trained in the operation of relevant tools and equipment, schedules equipment maintenance activities, and orders supplies required for year-round site maintenance activities. The position also schedules and oversees fleet vehicle maintenance and warranty work.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C I 2 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

The position requires broad knowledge of legislation, policies, procedures, and guidelines pertaining to the site and equipment maintenance, safety, enhancement, and operations of the Legislature grounds. This includes knowledge of operating and servicing practices for tools and equipment, and relevant horticultural practices (e.g., turf grass, irrigation, weed control, snow clearing). Requires valid driver's license and relevant course work (e.g., WHMIS, First Aid, CPR and Pesticide Application License). The

“C” rating reflects the breadth of content knowledge gained through related experience and training integral to the work. The position was not rated C+ as there is no requirement for specialized knowledge or training.

Complexity and Diversity:

The Grounds Supervisor coordinates, prioritizes and assigns site and equipment maintenance activities and provides oversight to service contracts. The Supervisor works closely with other supervisors to support initiatives and events associated with the operations of the Legislature grounds.

Human Relations Skill:

As a supervisor requires communication, supervisory and interpersonal skills to provide direction to staff including assigning, monitoring and reviewing work; direction and oversight of contractors; and to interact with clients and visitors, and respond to requests.

▪ **Creativity/Problem Solving:**

The Supervisor works within established frameworks of guidelines, policies and safety standards. The position identifies inefficiencies, issues and concerns relating to site and equipment maintenance operations and procedures and makes decisions and solves problems relating to the provision of maintenance services within the frameworks. The position has access to the Facility Coordinator for issues or situations outside established policies, directives, and guidelines including financial implications, or without clear precedent. The position was not rated 29% because the positions work is standard and within a framework there is not diversified guidelines.

▪ **Responsibility:**

Service delivery responsible for grounds, equipment and fleet maintenance operations and activities.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 043MW21

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Grounds Supervisor plans, organizes, and coordinates site maintenance services essential to the provision of a clean, safe and attractive environment for clients and visitors to the Alberta Legislature grounds. This position supervises permanent, wage, agency, summer student staff and contractors as required, including scheduling, assigning, and monitoring work and ensuring work is performed in accordance with established standards and safety requirements.

The Grounds Supervisor also ensures staff members are appropriately trained in the operation of relevant tools and equipment, schedules equipment maintenance activities, and orders supplies required for year-round site maintenance activities. As a member of the team responsible for the operation, maintenance, and enhancement of the Legislature grounds, this position works closely with other supervisors to plan, allocate, and deploy resources for associated activities, events, and initiatives. Reporting to the Facilities Coordinator, the Grounds Supervisor functions within applicable legislation, regulations, policies, guidelines, and standards.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Site maintenance services are provided in accordance with established standards and requirements to ensure a safe, clean, and attractive environment is available year-round for clients and visitors to the Alberta Legislature grounds and Lieutenant Governor's residence.

Plans, organizes, and oversees:

- Clearing and removal of snow and ice from sidewalks, plazas walking paths, roadways, and parking areas, including sanding as required, to ensure safe and readily available access to and within the site.
- Cleaning of sidewalks, plazas roadways, parking areas, and gutters, as well as picking up garbage and cleaning of walking paths.
- Grass cutting, tree trimming, and spring and fall preparation of planting areas, including ensuring the overhead tree canopy is maintained in healthy condition.
- Creating and maintaining the skating rink ice surface.
- Operating and maintaining the underground irrigation system.

Coordinates the provision of pro-active troubleshooting and appropriate responses to routine and urgent site maintenance requests and issues.

Grounds equipment, tools and supplies are maintained in accordance with established standards and requirements:

- Inspects, identifies and troubleshoots problems with equipment and tools and schedules maintenance as appropriate (e.g., tool cats, hand and power tools, utility vehicles, roto tillers, ride-on and push mowers, power brooms, backpack blowers, weed whips).
- Ensures proper operating and servicing practices are applied for tools and equipment, including training staff in day-to-day equipment monitoring, maintenance, and servicing.

- Sources and orders supplies in accordance with established practices, including identifying needs, researching requirements, and obtaining quotes as required (e.g., irrigation supplies, gravel, salt, sod, ice melt).
- Maintains accurate inventory, inspection, repair, and maintenance records to assist with equipment and supply life cycle and operational planning and provide input to preventative maintenance options and replacement of equipment.
- Schedule fleet vehicle maintenance and warranty work, oversee vehicle maintenance and repairs (e.g., lube, oil, filter changes, repairs/replacements and order supplies essential to the provision of an effective and efficient fleet vehicle maintenance program.

Grounds maintenance staff members are supervised in accordance with relevant standards, guidelines, and practises to facilitate delivery of coordinated operations and outcomes:

- Supervises permanent, wage, agency, summer student staff members and contractors, including scheduling, allocating and monitoring workload, recruiting and preparing contract specifications to obtain resources, developing performance agreements and learning plans, evaluating and managing performance, and verifying time sheets as appropriate.
- Develops, implements, and evaluates systems and processes pertaining to the grounds maintenance functions and provides direction to staff in relation to operational policies, processes and procedures.
- Provides orientation, training, coaching, and mentoring to staff members, including direction and support for decision-making, problem-solving and conflict resolution.
- Applies knowledge of and trains others in the Occupational Health and Safety (OH&S) Regulation and Code and other safety guidelines to ensure safety of staff members on the work sites.
- Conducts staff safety meetings, identifies potentially hazardous situations and ensures behaviours are adapted according to changing work environments, and identifies and oversees implementation of safe work practises.

The Facilities Coordinator and Facilities Manager are supported in achieving relevant goals and outcomes:

- As a member of the operational team, works closely with other supervisors to plan, allocate, schedule, and deploy resources associated with the maintenance, enhancement and operations of the Legislature grounds (e.g., assisting with maintaining flowers and beds, cleaning pools, launching program initiatives, staging special events, setting up and tearing down event and initiative infrastructure).
- Provides input to action request responses, briefing notes, plans and reports, and ministerial correspondence, including working with other team members to collect information and complete background materials.
- Develops recommendations relating to major expenditures and provides input to budgets / forecasts as required.
- Establishes and maintains effective working relationships with clients, visitors, suppliers, contractors, and stakeholders, representing the GoA and Ministry in a positive manner when responding to enquiries and concerns.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position plans, organizes, and coordinates the provision of exterior site maintenance services for the Alberta Legislature Grounds and Lieutenant Governor's residence, including supervising in-house staff, summer students, and agency staff and administering service contracts. The Grounds Supervisor makes decisions and solves problems relating to the provision of maintenance services to ensure clients and visitors have access to a clean, safe and attractive environment within the Legislature grounds. This

position must balance the needs and occasionally competing priorities of clients, visitors, service providers, and partners to ensure services are provided in efficiently, effectively, and in compliance with safety and other standards.

This position displays initiative, judgement, and personal direction when identifying inefficiencies, issues and concerns relating to site maintenance operations and processes. In addition to coordinating site maintenance activities and the resolution of associated issues, the Grounds Supervisor works closely with other supervisors to support initiatives and events associated with the operations of the Legislature Grounds. This position requires a comprehensive understanding of grounds maintenance functions, as well as programs, events and activities taking place on the site throughout the year to exercise appropriate judgement in resolving issues and coordinating the provision of services.

The Grounds Supervisor is also relied on to schedule equipment maintenance and warranty work, oversee routine equipment maintenance and repairs (e.g., lube, oil and filter changes, repair / replace drive changes, sprockets and bearings), and order supplies essential to the provision of an effective and efficient site maintenance program for the Legislature grounds. This position identifies and implements preventative maintenance opportunities, as well as recognizing potentially unsafe working conditions and guiding staff to cope with the conditions through immediate intervention, regular safety meetings, and identification and implementation of safe work practices.

This position functions with considerable independence. Issues or situations outside established policies, directives, and guidelines or without clear precedent are discussed with the Facilities Coordinator, as are highly complex and sensitive issues. Recommendations for major changes to systems, policies, and processes or with major resource allocation or financial implications are also referred to the supervisor.

The Grounds Supervisor supports the Facilities Coordinator to effectively plan, prioritize and use available resources, increase productivity, and anticipate and respond to major issues by providing expertise and insight relating to daily site maintenance operations for the Alberta Legislature Grounds.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- GoA and Ministry policies, procedures, and guidelines pertaining to the maintenance, enhancement and operations of the Legislature Grounds.
- Government business plans, goals, strategies, and priorities as they relate to the Ministry, division and branch.
- Site maintenance and horticultural practices (e.g., turf grass, irrigation, weed control, snow clearing).
- Safe operation and maintenance of relevant equipment and tools.
- Clients and visitors affected by site maintenance operations for the Legislature Grounds.
- Relevant provisions of legislation, regulations, directives, and policies relating to site maintenance (e.g., OH&S and WHMIS regulations, First Aid and CPR standards, Master and Subsidiary Agreements, Code of Conduct and Ethics, *Freedom of Information and Protection of Privacy Act*).
- Relevant information systems and business productivity tools (e.g., Microsoft Office, internet).

Skills and abilities:

- Communication and interpersonal skills to provide direction to staff members and contractors and interact positively with clients and visitors, including resolving site maintenance issues and responding to requests as required.

- Supervisory and leadership skills, including ability to promote teamwork and support staff in adapting to shifting priorities and changing situations.
- Negotiation and conflict resolution skills.
- Organizational and time management skills, including ability to prioritize multiple and competing requests for action.
- Analytical and problem-solving skills.
- Accurately estimate resources needed to complete projects and assignments requiring unskilled or semi-skilled labour.
- Plan and coordinate multiple activities and projects under time pressures.
- Provide oversight to service contracts and ensure satisfactory completion of work assignments.
- Demonstrate initiative, sound judgment, creativity, and attention to detail and accuracy.
- Demonstrate commitment to confidentiality, tact, diplomacy, and client service.

Additional information:

- Work requires various types of physical labour, availability for 24 hour call out, and possession of valid class 5 Alberta Operator's licence and relevant certifications (e.g., WHMIS, First Aid, CPR, Pesticide Applicator License).
- Work can include exposure to severe weather conditions.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Clients and visitors to the Alberta Legislature grounds to respond to issues and arrange for maintenance services; clarify and explain policies, directives and procedures, exchange information; and provide options.
- Representatives of Alberta Infrastructure and other departments to exchange information, respond to requests and enquiries, clarify directives and policies, and coordinate activities.
- Contractors and suppliers to clarify requests; provide guidance and direction; and respond to enquiries.

Supervision Exercised

Supervises permanent, wage, agency, summer student staff members and contractors.

Subsidiary 4 Benchmark Evaluation – 043MW23

Identification Section

Working Title:	Maintenance Service Worker 3
Department:	Infrastructure
Division, Branch/Unit:	Property Division, Property Management Branch
Reports To:	Facilities Coordinator
Levels to D.M.:	6
Job Description:	043MW23
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	043MW - Maintenance Service Worker 3

Comments on Role

This position organizes and coordinates the efforts of in-house and contracted staff members providing unskilled and semi-skilled services in support of building and maintenance functions and minor renovation projects within the assigned facility. The Maintenance Service Worker is responsible for organizing furniture and material moves, assisting tradespeople, ordering equipment and vehicles as required for projects, allocating staff to work orders, and supervising and/or completing maintenance and minor renovation projects. In addition to scheduling, assigning, and monitoring work, this position ensures in-house and contracted staff perform work in accordance with established standards and safety requirements.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+ I 1 115	22% 25	R1 29	169

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

The position is a skilled worker with knowledge of construction and renovation practices and approaches, including mechanical and electrical practices and the safe operation and maintenance of equipment and tools. Knowledge of safety practices and operation of equipment is necessary. Knowledge of building management control systems and a working knowledge to operate HVAC equipment, typically associated

with a 5th Class Power Plant Engineer or Building Operator “A” certificate, is required for the support of building and maintenance functions within the assigned facility. The C+ recognizes the specialized knowledge and skills required for the role.

Complexity and Diversity:

The position plans and coordinates and/or performs daily maintenance activities and minor repair projects, and provides direction, guidance and training to unskilled and semi-skilled staff. The position also provides oversight to service contracts and ensures satisfactory completion of work assignments.

Human Relations Skill:

Communication is for the purpose of giving and receiving information, instructions and direction well encompassed within the “1” rating. The “2” rating is not supported because the position is not formally supervising or influencing the behavior of others.

▪ **Creativity/Problem Solving:**

Reporting to the Facilities Coordinator, the Maintenance Service Worker functions within a defined framework of applicable legislation, established regulations, policies, guidelines, and standards. Prior job-related knowledge and/or experience guides day-to-day decision making for operation and maintenance activities. Access to assistance is readily available supporting the “22%” rating.

▪ **Responsibility:**

Direct service delivery role providing building, maintenance, and repair support functions.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 043MW23

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position organizes and coordinates the efforts of in-house and contracted staff members providing unskilled and semi- skilled services in support of building and maintenance functions and minor renovation projects within the assigned facility. The Maintenance Service Worker is responsible for organizing furniture and material moves, assisting tradespeople, ordering equipment and vehicles as required for projects, allocating staff to work orders, and supervising and/or completing maintenance and minor renovation projects. In addition to scheduling, assigning, and monitoring work, this position ensures in-house and contracted staff perform work in accordance with established standards and safety requirements. Reporting to the Facilities Coordinator, the Maintenance Service Worker functions within applicable legislation, regulations, policies, guidelines, and standards.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Maintenance, minor renovation projects, furniture and materials moves, and set up and take down activities for on- and off-site events and business functions are provided in accordance with established policies, guidelines, and standards:

- Sets priorities and assigns work associated with maintenance activities and projects, including arranging for contract labour as required to supplement in-house resources.
- Prepares and evaluates estimates and check invoices associated with maintenance activities and projects.
- Provides assistance to various trades in completing projects, including organizing rental and operation of heavy and other equipment required to assist trades.
- Organizes and oversees set up and take down of equipment and materials for events, including serving as site contact for contractors providing services and equipment as required.
- Organizes and provides assistance with moving furniture and materials and performing minor renovation projects within the assigned facility.
- Utilize the Facilities Maintenance System (FMS) and the Work Order Reporting System (WORTS).
- Working knowledge of the HVAC system and the Building Management Control System (BMCS).

Administrative services are provided in support of maintenance-related activities and projects:

- Reviews invoices to ensure appropriate policies and procedures are followed for ordering and procuring goods and services.
- Prepares short form contract specifications for services, materials, and equipment as required.
- Establishes and maintains effective working relationships with staff, co-workers, contractors, and facility users and represents the Ministry in a positive manner when responding to client enquiries and requests.

Staff members and contractors performing unskilled and semi-skilled work are supervised in accordance with relevant standards, guidelines, and practises:

- Supervises permanent, wage, agency, and contracted hourly staff as required, including scheduling, allocating and monitoring work, establishing expectations and preparing job descriptions, and evaluating performance.
- Oversees and certifies accurate time keeping and completion of time sheets.
- Provides orientation and training to staff members, including guidance and support for decision-making, problem- solving, and conflict resolution.
- Provides direction to staff in relation to operational policies, processes, and procedures.
- Applies knowledge of and trains others in the Occupational Health and Safety (OH&S) Regulation and Code and other guidelines to ensure safety of staff members.
- Conducts staff safety meetings, identifies potentially hazardous situations, ensures behaviours are adapted according to changing work environments, and identifies and oversees implementation of safe work practises.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position schedules and coordinates the provision of services for maintenance activities, minor renovation projects, and furniture and materials moves within the assigned facility. The Maintenance Service Worker supervises in-house and contracted staff performing activities that do not require journey level certification or providing support to tradespeople where skilled labour is required. This position makes decisions and solves problems relating to the provision of services to ensure facility users, clients, and visitors have access to a clean, safe, and attractive environment.

This position displays initiative, judgement, and personal direction when identifying inefficiencies and troubleshooting issues and concerns relating to the provision of maintenance and other services. The Maintenance Service Worker is relied on to recognize potentially unsafe working conditions and guides staff to cope with the conditions through immediate intervention, safety meetings, and identification and implementation of safe work practices.

This position functions with considerable independence, discussing issues or situations outside established policies, directives, and guidelines or without clear precedent with the supervisor. Recommendations for changes to operational policies and processes or with major resource allocation or financial implications are also referred to the supervisor. The Maintenance Service Worker supports the supervisor to effectively plan, prioritize and use available resources, increase productivity, and anticipate and respond to major issues by providing expertise and insight relating to responsibilities.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Government business plans, goals, strategies, and priorities as they relate to the Ministry and work area.
- Construction and renovation practices and approaches, as well as having mechanical and electrical aptitudes.

- Safe operation and maintenance of relevant equipment and tools.
- Requirements of facility users, clients, and stakeholders in relation to provision and maintenance of a clean, safe, and attractive environment.
- Relevant provisions of legislation, regulations, directives, and policies (e.g., OH&S and WHMIS regulations, First Aid and CPR standards, Master and Subsidiary Agreements, Code of Conduct and Ethics, *Freedom of Information and Protection of Privacy Act*).
- Relevant information and tracking systems and business productivity tools (e.g., Microsoft Office, internet).

Skills and abilities:

- Communication and interpersonal skills to provide guidance to staff members and contractors and interact positively with facility users, clients and co-workers, including resolving maintenance-related issues and responding to requests.
- Supervisory skills, including ability to provide direction, guidance and training to staff and support them in adapting to shifting priorities and changing situations.
- Organizational and time management skills, including ability to prioritize multiple and competing requests for action.
- Analytical and problem-solving skills.
- Accurately estimate resources needed to complete maintenance, minor renovation, and other projects requiring unskilled or semi-skilled labour.
- Plan and coordinate multiple activities and projects under time pressures.
- Provide oversight to service contracts and ensure satisfactory completion of work assignments.
- Demonstrate initiative, sound judgment, creativity, flexibility, and attention to detail and accuracy.
- Demonstrate commitment to confidentiality, diplomacy, client service, and continuous improvement.
- A Building Operator A certificate or 5th Class Power Plant Engineer is considered an asset.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- The supervisor to receive instructions, discuss and resolve issues, and provide input to plans and decisions.
- Facility users and clients to respond to enquiries and issues; arrange for maintenance-related services; clarify and explain policies, directives and procedures; exchange information; and provide options.
- Representatives of Alberta Infrastructure and other departments to exchange information, respond to requests and enquiries, clarify directives and policies, and coordinate activities.
- Contractors and suppliers to clarify requests, provide guidance and direction, respond to enquiries, and exchange information.

Supervision Exercised

No supervision.

Subsidiary 4

Benchmark Evaluation – 042MW23

Identification Section

Working Title:	Park Maintenance Worker 2
Department:	Forestry and Parks
Division, Branch/Unit:	Parks, Regional Operations
Reports To:	Park Maintenance Supervisor
Levels to D.M.:	7
Job Description:	042MW23
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	042MW - Maintenance Service Worker 2

Comments on Role

The Park Maintenance Worker 2 performs public-facing park, grounds, and facility maintenance intended to ensure park facilities are safe and clean at all times and supports the provision of a high-quality visitor experience to park visitors. The position ensures that park facilities, grounds, equipment and vehicles are maintained, serviced, cleaned and operated in a manner which provides a quality visitor service. In addition, the position is expected to operate heavy equipment (where applicable and as trained), assist in operation of water/wastewater facilities, assist in building and facility maintenance, and assist in work planning.

The work performed must meet required quality standards, be reflective of visitor needs and organizational priorities, comply with applicable divisional and departmental guidelines and policies, and be completed in accordance with safety practices and regulations.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C T+ 1 87	22% 19	R1 22	128

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- The Parks Maintenance Worker 2 requires basic knowledge to operate light, medium and heavy

equipment and various tools. In addition, the position requires some knowledge of plumbing, electrical, carpentry, and mechanical systems gained through experience to assist with water/wastewater facilities and building maintenance, along with WHMIS certification and First Aid. Additional knowledge in relation to water systems and sampling, gained through on-the-job training.

Complexity and Diversity:

The position is primarily task oriented focusing on performing assigned maintenance tasks. Assisting with the water system start up/shut down, and potable water sampling, requires understanding their role in this process resulting in a push on the T.

Human Relations Skill:

A human relations rating of a “1” is supported as the purpose of communication is to exchange information about what and how a maintenance task should be completed or to provide information to visitors. A “2” rating is not supported because it is not supervising or influencing the behavior of others.

▪ **Creativity/Problem Solving:**

The position applies knowledge from on-the-job training and previous experience to resolve the issues when completing a variety of maintenance work (e.g., repair roads and trails, install or remove docks). Once tasks are learned, independently performs routine and/or semi-skilled on-going tasks; functions are varied. The position has access to standardized operating procedures and assistance from a supervisor. A rating of 25% is not supported because the tasks are routine and there isn't diversity in how the tasks are completed.

▪ **Responsibility:**

Service delivery focus through the maintenance of Parks facilities and equipment to ensure they are well maintained for public use.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 042MW23

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Park Maintenance Worker 2 performs public-facing Park, grounds, and facility maintenance that is intended to ensure park facilities are safe and clean at all times and supports the provision of a high-quality visitor experience to park visitors.

The Park Maintenance Worker 2 is expected to operate of heavy equipment (where applicable and as trained), assist in operation of water/wastewater facilities, assist in building and facility maintenance, and contribute to work planning.

The work performed must meet required quality standards, be reflective of visitor needs and organizational priorities, comply with applicable divisional and departmental guidelines and policies, and be completed in accordance with OHS policies and regulations.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Maintain park grounds and facilities to established standards in order to provide a safe, high quality visitor experience and maximize the life span of facilities by:

- Performing various maintenance tasks, such as:
 - Grass cutting & vegetation management.
 - Garbage collection and litter pick-up.
 - Light equipment operation (power tools, lawnmowers, trimmers, off-highway vehicles, chainsaws, other specialty equipment as required, and as trained).
 - Landscaping, painting and snow clearing.
 - Campsite and trail clearing/maintenance.
 - Basic building maintenance tasks.
 - Cleaning of washrooms, kitchens, cabins, and comfort sites as applicable.
 - Floor maintenance in buildings.
 - Installation and removal of docks and maintenance of beaches.
 - Assisting with hazardous tree management programs.
 - Installing and maintaining signage.
- Responding to public concerns and complaints regarding facility maintenance issues.
- Assisting with facility inspections on an ongoing basis to identify concerns, deficiencies, and hazards.
- Fixing identified maintenance deficiencies and providing supervisor with regular progress updates.
- Operating medium and heavy equipment (OHVs, skid steers, loaders, graders, excavators, groomers etc.) where trained and where applicable.

Contributing to keeping all equipment and vehicles maintained and ensuring these items are only used when in serviceable condition:

- Reporting all necessary repairs and preventative maintenance of equipment and vehicles to direct supervisor and ensuring equipment and vehicles are not used when un-serviceable.
- Ensuring that all tools and equipment are maintained and kept in good working order.
- Identifying equipment replacement/acquirement needs to supervisor to allow for budgeting.

Supporting the operation of various utility systems in accordance with applicable standards and regulations to ensure ongoing and safe provision of drinking water and wastewater removal/treatment by:

- Assisting with start-up/shutdown and operation of basic utility systems.
- Taking and submitting water samples for bacteriological analysis.
- Performing basic chemical analysis of water samples to determine chlorine levels.
- Assisting with the timely removal and disposal of wastewater from various holding tanks.

Performing other maintenance related tasks as required such as:

- Assisting with contract performance observation as requested by supervisor.
- Providing input into equipment specifications for procurement purposes.
- Procuring maintenance related supplies from local vendors once approved by supervisor.

Ensuring that all activities are conducting in a safe manner, adhering to all applicable worksite health and safety Requirements:

- Completing all required worksite health and safety orientation and job specific training and reviewing applicable hazard assessments prior to completing a task.
- Appropriately completing as required all incident reporting and health and safety documentation.
- Completing all work using appropriate safe job practices and safe work procedures.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- Some high school experience. High School Diploma is an asset but not required.
- Valid First–Aid certificate.
- WHMIS.
- Valid Class 5 driver's license.

Knowledge:

- Some knowledge of plumbing, electrical, carpentry, and mechanical systems.
- Knowledge of Occupational Health and Safety legislation, policy, and guidelines.
- Knowledge of and ability to use computers and mobile devices/apps.

Skills and abilities:

- Good leadership skills and the ability to work with diverse staff and contractors.
- Ability to operate light, medium and heavy equipment and various tools.
- Good organizational and time management skills.

- Good written and verbal communication skills.

Supervision Exercised

No Supervision.

Subsidiary 4 Benchmark Evaluation – 042MW22

Identification Section

Working Title:	Maintenance Service Worker
Department:	Infrastructure
Division, Branch/Unit:	Property Division, Property Management Branch, Government Center
Reports To:	Facility Coordinator
Levels to D.M.:	7
Job Description:	042MW22
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	042MW - Maintenance Service Worker 2

Comments on Role

The position is responsible for moving materials or furniture, assisting tradespeople, ordering equipment and vehicles as required for projects, allocating seasonal staff to work orders, and overseeing and/or completing maintenance and minor renovation projects. Although formally reporting to the Facility Coordinator, the position, on a day-to-day basis, reports to the Maintenance Service Worker 3 who assigns work, provides direction/instruction and reviews work upon completion.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C T+ 1 87	22% 19	R1 22	128

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

Position requires some semi-skilled trade-related work experience to apply work methods/procedures that are generally well defined and straightforward. Requires a basic knowledge of operation and maintenance requirements for building equipment and related systems.

- **Complexity and Diversity:**

Position is performing semi-skilled labor tasks as assigned. May serve as the contact for contractors for access to work area and as required to ensure that work is completed, supporting the T+ rating.

Human Relations Skill:

The purpose of communication is to exchange information and receive direction/instruction on tasks assigned. The position does not warrant a "2" rating because it does not have formal supervision responsibilities and does not have to influence behavior.

- **Creativity/Problem Solving:**

Work is performed by adhering to clearly established standard practices and procedures with ready access to assistance. Once tasks and methods are learned position can complete them independently. Solutions to situations encountered are found within job related experience.

- **Responsibility:**

Service delivery role in the performance of maintenance and repair tasks related to building maintenance.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 042MW22

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Maintenance Service Worker 2 is responsible for organizing furniture and material moves, assisting tradespeople, ordering equipment and vehicles as required for projects, allocating staff to work orders, and supervising and/or completing maintenance and minor renovation projects. Reporting to the MSW 3, the Maintenance Service Worker functions within applicable legislation, regulations, policies, guidelines, and standards.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Maintenance, minor renovation projects, furniture and materials moves, and set up and take down activities for on- and off-site events and business functions are provided in accordance with established policies, guidelines, and standards:

- Makes minor repairs to building environment systems.
- Monitors and inspects all building environment equipment for proper operation.
- Identifies equipment and mechanical problems and makes arrangements for repairs or replacement.
- Changes air filters and belts as required.
- Maintains or arranges for maintenance of all kitchen equipment.
- Lubricates motors, fans and other equipment.
- Installs and maintains window air conditions.
- Provides assistance to various trades in completing projects, including organizing rental and operation of heavy and other equipment required to assist trades.
- Organize and oversees set up and take down of equipment and materials for events, including serving as contact for contractors providing services and equipment as required.
- Organizes and provides assistance with moving furniture and materials and performing minor renovation projects within the assigned facility.

Other related duties:

- Responds to and resolves client concerns with building environment.
- Monitors building envelope for leaks and damage.
- Adjusts HVAC systems to minimize operations costs while maintaining client comfort.
- Keeps maintenance records on all major equipment.
- Provide snow and ice removal and sanding of slippery surfaces.
- Grounds maintenance which includes but is not limited to:
 - Lawn care (maintenance and debris clean up).
 - Flower beds (cleaning and planting).
 - Cleaning of debris from all exterior walkways (sidewalks, steps and common areas).

- Organizes and provides assistance with moving furniture and materials and performing minor renovation projects within the assigned facility.
- Establishes and maintains effective working relationships with staff, coworkers, contractors, and facility users and represents the Ministry in a positive manner when responding to client enquiries and requests.
- Utilize the Facilities Maintenance System (FMS) and the Work Order Reporting System (WORTS).
- Working knowledge of the HVAC system and the Building Management Control System (BMCS).

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge, Skills and Qualifications:

- Position requires a basic knowledge of operation and maintenance requirements for building equipment and related control systems.
- Must have a mechanical and electrical aptitude.
- Must be proficient in safe trade related work practices.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- The supervisor to receive instructions, discuss and resolve issues, and provide input to plans and decisions.
- Facility users and clients to respond to enquiries and issues; arrange for maintenance-related services; clarify and explain policies, directives and procedures; exchange information; and provide options.
- Representatives of Alberta Infrastructure and other departments to exchange information, respond to requests and enquiries, clarify directives and policies, and coordinate activities.
- Contractors and suppliers to clarify requests, provide guidance and direction, respond to enquiries, and exchange information.

Supervision Exercised

No Supervision.

Subsidiary 4

Benchmark Evaluation – 041MW58

Identification Section

Working Title:	Parks Maintenance Worker
Department:	Forestry and Parks
Division, Branch/Unit:	Parks, Regional Operations
Reports To:	Park Maintenance Supervisor
Levels to D.M.:	7
Job Description:	041MW58
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	041MW - for Maintenance Service Worker 1

Comments on Role

The Parks Maintenance Worker performs public-facing park, grounds, and facility maintenance intended to ensure park facilities are safe and clean at all times and supports the provision of a high-quality visitor experience to park visitors. Parks Maintenance Worker ensures that Park facilities, grounds, equipment and vehicles are maintained, serviced, cleaned and operated in a manner which provides a quality visitor service.

The work performed must meet required quality standards, be reflective of visitor needs and organizational priorities, comply with applicable divisional and departmental guidelines and policies, and be complete in accordance with safety practices and regulations.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+ T 1 66	14% 9	R1 10	85

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

The Parks Maintenance Worker requires basic knowledge to operate light and medium equipment and various tools, typically acquired on the job. Additional knowledge of parks equipment and facilities is learned on the job and supports a B+ rating.

Complexity and Diversity:

Position is task oriented with its primary focus on performing assigned maintenance tasks.

Human Relations Skill:

A rating of "1" is supported as the purpose of communication is to exchange information about what and how a maintenance task should be completed or to provide information to visitors.

- **Creativity/Problem Solving:**

The position performs routine maintenance tasks with standard procedures for completion and have readily available assistance. A rating of "16%" is not supported because situations are routine and there is access to assistance.

- **Responsibility:**

This is a service delivery role providing maintenance service work at Alberta Parks.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 041MW58

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Park Maintenance Worker performs public-facing Park, grounds, and facility maintenance that is intended to ensure park facilities are safe and clean at all times and supports the provision of a high-quality visitor experience to park visitors. The work performed must meet required quality standards, be reflective of visitor needs and organizational priorities, comply with applicable divisional and departmental guidelines and policies, and be completed in accordance with OHS policies and regulations.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Maintain park grounds and facilities to established standards in order to provide a safe, high quality visitor experience and maximize the life span of facilities by:

- Performing various maintenance tasks such as:
 - Grass cutting & vegetation management.
 - Garbage collection and litter pick-up.
 - Light & medium equipment operation (power tools, lawnmowers, trimmers, off-highway vehicles, skid steers, chainsaws, other specialty equipment as required, and as trained).
 - Landscaping, painting and snow clearing.
 - Campsite and trail clearing/maintenance.
 - Basic building maintenance tasks.
 - Cleaning of washrooms, kitchens, cabins, and comfort sites as applicable.
 - Floor maintenance in buildings.
 - Installing and maintaining signage.
 - Assisting with hazardous tree management programs.
- Responding to public concerns and complaints regarding facility maintenance issues.
- Conducting facility walk-throughs on an ongoing basis to identify concerns, deficiencies, and hazards.
- Fixing identified maintenance deficiencies and providing supervisor with regular progress updates.
- Conduct water/wastewater testing as required.

Contributing to keeping all equipment and vehicles maintained and ensuring these items are only used when in serviceable condition:

- Reporting all necessary repairs and preventative maintenance of equipment and vehicles to direct supervisor and ensuring equipment and vehicles are not used when un-serviceable.
- Ensuring that all tools and equipment are maintained and kept in good working order.
- Identifying equipment replacement/acquirement needs to supervisor to allow for budgeting.

Ensuring that all activities are conducted in a safe manner, adhering to all applicable worksite health and safety requirements:

- Completing all required worksite health and safety orientation and job specific training and reviewing applicable hazard assessments prior to completing a task.
- Appropriately completing as required all incident reporting and health and safety documentation.
- Completing all work using appropriate safe job practices and safe work procedures.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- Some high school experience. High School Diploma is an asset but not required.
- Relevant experience is an asset but not required.
- Valid First–Aid certificate.
- WHMIS.
- Valid Class 5 driver’s license.

Knowledge:

- Knowledge of and ability to use computers and mobile devices/apps.
- Ability to operate light and medium equipment and various tools.

Skills and abilities:

- Good organizational and time management skills.
- Good written and verbal communication skills.

Supervision Exercised

No Supervision.

Subsidiary 4 Benchmark Evaluation – 041MW57

Identification Section

Working Title:	Fire Equipment Refurbisher
Department:	Forestry and Parks
Division, Branch/Unit:	Forestry, Wildfire Management, Provincial Warehouse Telecommunications and Facilities
Reports To:	Refurbishing Supervisor
Levels to D.M.:	5
Job Description:	041MW57
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Maintenance Service Worker
Job Code:	041MW - Maintenance Service Worker 1

Comments on Role

The Fire Equipment Refurbisher is responsible for cleaning and refurbishing parts, tools, and equipment for fire suppression and forestry program delivery equipment. The responsibilities include disassembly of parts from fire equipment, cleaning, inspection, painting, repairs and reassembly of equipment. This position also provides extensive cleaning and support services for maintenance operations within the Provincial Warehouse and Service Centre.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+ T 1 66	14% 9	R1 10	85

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

Position requires knowledge and skills in the use of basic mechanics hand tools as well as some pneumatic tools. This knowledge includes the understanding of using tools to remove and refurbish parts such as frames, mufflers, covers/cowls, pump components, along with safety regulations supporting a B+ rating.

Complexity and Diversity:

The position is assigned simple cleaning, packaging or assemble/disassemble tasks by their supervisor. The tasks are task-driven, repetitive and have well-defined standardized instructions, supporting the T rating.

Human Relations Skill:

Communication is for the purpose of requesting or exchanging information about their tasks. A “2” rating is not supported because they are not supervising or influencing others in their day-to-day work.

▪ Creativity/Problem Solving:

The position’s work is task oriented and has detailed standardized procedures and clear instructions to follow. The position has access to assistance when problems arise. A “16%” rating is not supported because the work is routine, and the solutions can be found in the standardized procedures and past experience.

▪ Responsibility:

This is service delivery work cleaning, repairing and providing maintenance to basic mechanical and non-mechanical fire equipment.

Last Reviewed: October 2023

Subsidiary 4 Benchmark

Job Description – 041MW57

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Fire Equipment Refurbisher is responsible for cleaning and refurbishing parts, tools, and equipment for fire suppression and forestry program delivery equipment. The responsibilities include disassembly of parts from fire equipment, cleaning, inspection, painting, repairs and reassembly of equipment. This position also provides extensive cleaning and support services for maintenance, operations with all unit at the Provincial Warehouse and Service Centre.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Refurbish fire equipment/gear and other tools and equipment at the Provincial Warehouse and Service Centre:

- Inspect, test, wash, clean and sort incoming shipments.
- Repair or replace parts and materials.
- Repackage items for restocking the warehouse.
- Maintain specialized tools and equipment used in refurbishing and mechanical areas including retoolers, washers and sharpeners.

Complete cleaning, maintenance and general labor support in areas of the Provincial Warehouse and Service Centre:

- Keep shop area floors and workspaces clean.
- Keep shop machinery and tools clean and in proper working order.
- Assist with facility cleaning protocols.
- Complete non-mechanical equipment cleaning and refurbishment.
- Assist with warehousing functions including kitting and order handling.

Maintain current knowledge of safe working procedures and consistently apply these practices:

- Learn and apply safe work practices.
- Follow manufacturers' recommendations for proper equipment use and maintenance.
- Properly use Personnel Protective Equipment.
- Complete and identify safety training requirements and opportunities.

Assist in the development of new equipment, procedures and process:

- Provide input and ideas for new equipment processes and procedures within the scope at the Provincial Warehouse and Service Centre.
- Document process changes and updates.
- Keep apprised of trends and equipment condition and provide feedback when appropriate.

Administrative responsibilities:

- Complete documentation such as time records and leaves of absence forms.

- Keep current on safety issues and procedures e.g., safety plans, MSDS, regulations, etc.
- Review equipment refurbishing literature to stay current on new products and reports.
- Maintain adequate written and verbal communications.
- Adhere to all GOA and WSC policies and standard operating procedures.
- Provide Equipment refurbishing input to committees and task forces.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Workplace efficiencies and effectiveness are realized when procedures are followed. By following proper guidelines safe work practices are also maintained.

Typical problems solved:

- Identifying, removing and servicing damaged parts from mechanical to non powered equipment.
- Working around other staff's activities to complete cleaning activities.
- Developing knowledge when working on or servicing unfamiliar equipment.

Types of guidance available for problem solving:

- Seeking guidance from supervisor and co-workers can improve learning efficiencies.
- Utilizing manufacturers information and departmental guidelines ensures proper procedures and specifications are followed.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires knowledge and experience in the use of mechanics hand tools as well as some pneumatic tools. Experience in the proper use of drills, grinders, pressure washers, bead blaster (sand blaster) and paint booth is advantageous.
- Basic understanding of using tools to remove and refurbish mechanical parts such as frames, mufflers, covers/cowls, pump components, etc. is required.
- Requires good computer skills for daily communication and completion of necessary documentation and reports.
- Position requires good written and verbal English language skills.
- Must be physically fit, without movement limitations and capable of lifting up to 60 pounds.
- Requires that the position be adhere to all safety regulations that apply to their work environment.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Supervisor - Contact with the supervisor to receive instructions, exchange information and address safety concerns.
- Co-workers - Contact with co-workers to exchange information and ensure task understanding.

Supervision Exercised

No Supervision.