

## **Seasonal Fisherman's Wharf Ambassador/Cleaner**

### **Purpose of Position**

To act as an ambassador for Fisherman's Wharf (FW) promoting it as a destination and GVHA as an organization, and to participate in all cleaning/waste management activities necessary for Fisherman's Wharf to look clean, well cared for and be safe for use at all times.

### **Position Links**

- Works independently or in a team environment
- Receives direction and reports to Manager, Marinas

### **Specific Accountabilities**

- Engages in friendly, positive, and informative interactions with customers and the public
- Promotes Fisherman's Wharf as a destination and GVHA as an organization
- Visually inspects common areas, washrooms, and foreshore at Fisherman's Wharf regularly and follows up on any cleaning and waste management needs as required (see attached cleaning specifications and standards document)
- Ensures high level of cleanliness throughout food court area, cleaning tables/docks as required
- Ensures garbage/recycling and composting are managed/handled effectively (as per GVHA process)
- Ensures a high level of customer service and public safety for the Fisherman's Wharf facility including participating in crowd control when necessary

### **Tools/Equipment**

- Operates and maintains tools and equipment related to cleaning and waste management

### **Working Conditions**

- Daytime position – April to October - Tuesday to Saturday, 12:00 p.m. to 8:00 p.m.
- Daytime position - April to October - Saturday to Wednesday, 11:00 a.m. to 7:00 p.m.
- Daytime position - End April to October – Thursday to Monday, 12:00 p.m. to 8:00 p.m.
- All shifts include a 30-minute unpaid meal break
- Working primarily outdoors in all types of weather
- Working from and around floats, piers, vessels, and other possible hazardous conditions
- Physical position which includes regular cleaning and emptying of waste/recycling/composting receptacles

### **Experience and Education**

- Grade 12 diploma or equivalent
- Experience and knowledge in janitorial

### **Personal Attributes**

Punctual and reliable  
Excellent customer service skills  
Good time management skills  
Ability to work independently  
Ability to enforce facility policies  
Understands and follows procedures/processes  
Effectively contributes/participates in safety culture of GVHA

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<b>Cleaning Specifications and Standards – Fisherman's Wharf</b>			
<b>COMMON AREA</b>			
<b>Section</b>	<b>Specification</b>	<b>Frequency</b>	<b>Standard</b>
Dock Surfaces in Common Area – Fingers A, B, C, main run to CFV	Spot cleaning	2 x Hourly	Free of garbage, bird feces
Waste, Recycling and Composting Receptacles	Monitoring (emptying and cleaning when necessary)	2 x Hourly	Regularly emptied (not overflowing) Disinfected and free of dirt and stains
Tables	Spot cleaning	2 x Hourly	Remove plates, napkins, cups, cutlery, trays – clean as needed
<b>WASHROOMS – FLOATING/SHOAL POINT</b>			
Hard surface floors	Damp mopping/scrubbing	As needed	Free of dust, stains, and smells
Waste Receptacles	Emptying and cleaning	2 x Hourly	Regularly emptied (not overflowing) Disinfected, free of dirt and stains
Doors, windows, mirrors	Damp dusting & polishing	2 x Hourly	Disinfected, free of dust, smudges, stains, prints
Floor Drains	Cleaning	As needed	Drain lids lifted and cleaned/disinfected
Toilets, urinals, fixtures, dispenser, sinks and counters, showers	Damp dusting and polishing	2 x Hourly	Disinfected, free of dust, smudges, stains, prints. Stainless steel/chrome will be polished, free of dust, smudges, stains, prints
Paper & Liquid supplies	Replenishing	As needed	All paper towel, toilet paper and hand soap dispensers will be fully stocked, and supplies will be readily available
<b>FORESHORE</b>			
Entrances, shoreline, parking lots, walkway	Spot Cleaning	2 x Hourly	Free of garbage