



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 in order 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 Marinas Manager

Specific Accountabilities

- Engages in friendly, positive and informative interactions with customers and the general 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

- Typical schedule is any five days a week from 11:00am to 7:00pm, although may vary on as-needed basis
- 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, an asset
- Valid Class 5 Driver's Licence

Personal Attributes

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

Cleaning Specifications and Standards – Fisherman’s Wharf			
COMMON AREA			
Section	Specification	Frequency	Standard
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
WASHROOMS – FLOATING/SHOAL POINT			
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 and 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
FORESHORE			
Entrances, shoreline, parking lots, walkway	Spot Cleaning	2 x Hourly	Free of garbage