

## Seasonal Fisherman's Wharf Ambassador/Cleaner



### Purpose of Position

As an ambassador for Fisherman's Wharf, you are responsible for all cleaning and waste management activities necessary to ensure Fisherman's Wharf looks clean, well cared for, and safe for use at all times. Reporting to the Manager, Marinas, this position requires someone who can work both independently and in a team environment.

### Accountabilities

- Ensures high level of cleanliness throughout food court area, cleaning tables and docks as required.
- Ensures garbage, recycling and composting are handled effectively.
- Ensures a high level of customer service and public safety for the Fisherman's Wharf facility including participating in crowd control when necessary.
- Engages in friendly, positive, and informative interactions with customers and the public.
- Visually inspects common areas, washrooms, and foreshore at Fisherman's Wharf regularly and follows up on any cleaning and waste management needs as required.

### Working Conditions

- Seasonal full-time position starts at the beginning of May and ends in October.
- Schedule is five days a week, including weekends and statutory holidays.
- Shifts are 8 hours with a 30-minute unpaid break. Shifts may include evenings up to 10:00pm.
- Primarily outdoors in all types of weather. Appropriate outdoor and safety apparel is provided.
- Works on and around floats, piers, vessels, and other possible hazardous conditions.
- Physical position includes regular cleaning and emptying of waste, recycling, and compost receptacles.
- May require lifting up to 50 lbs, including repetitive motions.
- Busy environment with frequent interactions with the public.
- Safely operates and maintains tools and equipment related to cleaning and waste management.

### Experience and Personal Attributes

- Janitorial experience an asset.
- Experience and comfortable working with the public.
- Punctual and reliable.
- Effective communication skills.
- Excellent customer service skills.
- Good time management skills and ability to work independently.
- Understands and follows procedures and processes.
- Effectively contributes and participates in the safety culture of the Greater Victoria Harbour Authority.
- Ability to enforce facility policies.

<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 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
<b>FORESHORE</b>			
Entrances, shoreline, parking lots, walkway	Spot Cleaning	2 x Hourly	Free of garbage