

General Maintenance



GREAT PEOPLE

- | | |
|---|---|
| PROVIDE REMARKABLE SERVICE | EARN TRUST & LOYALTY |
| • WHAT WE DO, WE DO WELL | • OWN IT, TAKE ACTION, FIND THE FIX |
| • COMMITMENT IS EVERYTHING | • DO THE RIGHT THING |
| • PAY ATTENTION TO DETAIL | • SHOW RESPECT AND CONSIDERATION |
| • LISTEN & CONTINUE TO LEARN | • WE ARE RESPONSIVE |
| WORK AS ONE TEAM | IMPROVE OUR COMMUNITIES |
| • EVERYONE'S JOB MATTERS | • PAY IT FORWARD |
| • WORK SMART, WORK EFFICIENTLY | • GET INVOLVED |
| • CELEBRATE ACHIEVEMENT | • MAKE A DIFFERENCE |
| • SUPPORT AND HELP EACH OTHER | |



our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

Overview of the Job

What's involved in a General Maintenance Associate's job?

Our general maintenance associates are responsible for maintaining our facilities. This may include snow removal, constructing, assembling, installing, connecting, repairing or renovating at all Casino sites. Your experience in plumbing, masonry, water treatment, grounds maintenance, painting, drywall installation and repair, acoustical ceiling installation and repair and carpentry is required for this role.

You will be responsible for the completion of either "on demand" or "preventative maintenance" work orders or other projects as assigned.

As a general maintenance associate, you will attend a mandatory pre-shift meeting where you will be assigned your tasks. In addition, your supervisor will update you on current events, promotions, departmental announcements or changes to policies, programs and any other information that you will need to be successful during your shift.

You are responsible for completing the tasks as assigned ensuring that you are following all health and safety protocols, and keeping your supervisor informed of any issues or concerns.

Regardless of your assigned tasks, you will be expected to promote Casino amenities, such as our restaurants, entertainment and hotel. Since this position interacts directly with our guests, a warm, friendly personality with great customer service skills, are important to this role.

This position is regulated by the compliance branch of the Alcohol and Gaming Commission of Ontario (AGCO) and requires a gaming license as prescribed by the AGCO. For further details on this process please visit their website at www.agco.on.ca.



The Resort Operations Department

Resort operations is a large division in Niagara Casinos which includes front office, a spa and health club, environmental services, housekeeping, laundry, resort sales, engineering, and warehouse. The organizational structure of the resort operations department includes an executive director, directors, managers, shift managers and supervisors. Associates in the department work at both properties in the various sub departments.

The Engineering Team

The engineering team is an integral division within the facilities department of resort operations. The engineering management team consists of a director, managers and supervisors. The rest of the team is comprised of electricians, plumbers, controls, carpenters, building systems operators, refrigeration mechanics, locksmiths, tile setters, dispatchers and general maintenance associates. General maintenance associates report to the engineering supervisors.

The ability to work on your own is essential in this position. According to our general maintenance associates, the amount of supervision you can expect is...

"Minimal, you must work very independently."

Locations and Shift Length

What type of training will I receive as a General Maintenance Associate?

There are a number of locations that you will be scheduled to work; Fallsview Casino Resort, Casino Niagara, the Associate Centre on Montrose Road, or the warehouse on Dorchester Road.

Niagara Casinos operate 24 hours a day, year-round, and some general maintenance coverage is provided at all times. It is important to remember that public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families. Our business operates on these days and you may be required to work. Working on holidays and weekends may happen for many years. These are facts that you should consider prior to applying for the position.

• New Hire Orientation:

A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.

• Department Orientation:

Held after your New Hire Orientation, this training is several hours long and covers specific information regarding your department's policies, procedures, standards and job expectations. It includes a property tour.

• Job Shadowing:

Once your departmental training is complete, you will work alongside another general maintenance associate and "job shadow" him/her in the role. This on-the-job training ensures that you are able to fulfill the requirements of the role. On-the-job training provides you with a complete picture of your department's daily activities during all shifts.

• Final Assessment:

Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

Quotes From Our General Maintenance Associates

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

What Can I Expect on a Daily Basis?

“Demand and preventative maintenance crews work at all locations inside and out “

“To help out wherever needed”

“To answer questions from patrons regarding events, the hotel, the theatre and to give directions”

“To give information and directions to area attractions”

“To work mostly on your own, but help is there if you need it”

The APPEALING Aspects of the Job

“We get to work at various locations”

“The hours are good; we work 12, 10 or 8 hour shifts”

“I like the independence of the job; we work mostly on our own

“There is lots of encouragement and positive feedback”

“Group efforts are satisfying, when we all pull together or work on a project”

The UNAPPEALING Aspects of the Job

“Have to clean up unpleasant things around the properties”

“Deadlines changing or meeting expectations on short notice”

“Working some weekends and holidays”

“Not much interaction with others”

Do You have what it takes to be a Great General Maintenance Associate?

Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

Can I...

- Work effectively with multiple trades?
- Pay attention to timelines, return from breaks promptly?
- Work in small spaces at times?
- Handle a physically challenging job?
- Operate the equipment needed to do my job effectively?

Will I...

- Work independently; take initiative to get things done without immediate supervision?
- Answer questions and give directions when interacting with our guests?
- Take training such as confined space, fall arrest, lift training, tag/lock out, Life Safety?
- Work in a non-unionized environment?
- Be flexible and assist licensed trades where and when needed?

Am I...

- Organized with good time management skills?
- Tolerant of other cultures that visit and work here?
- Reliable, dependable with a good work ethic?
- Professional and well groomed?
- Friendly and approachable?

