



## **EXPRESSION OF INTEREST MP17-01**

### **FOR CUSTODIAN/BOOKING AGENTS AT COMMUNITY HALLS IN THE TOWNSHIP OF RIDEAU LAKES**

Deadline for Submission: June 1, 2017 at 4:00 p.m.

Expressions of Interest (EOI) Will Be Received By:  
Michelle Jones, Manager of Facilities & Environmental Services  
Township of Rideau Lakes  
1439 County Road 8  
Delta, ON, K0E 1G0

All EOI's are subject to Council approval

TOWNSHIP OF RIDEAU LAKES  
EXPRESSION OF INTEREST (EOI) MP17-01  
FOR CUSTODIAN/BOOKING AGENTS AT MUNICIPAL COMMUNITY HALLS

---

The Township of Rideau Lakes owns and operates six (6) municipal community halls.

- Elgin Community Hall - 47 Main Street, Elgin
- Morton Community Hall - 13 Judd Street, Morton
- Newboro Community Hall - 15 Drummond Street, Newboro
- North Crosby Community Hall - 875 8<sup>th</sup> Concession Rd, Westport
- Portland Community Hall - 24 Water St, Portland
- South Elmsley Community Hall - 441 Hwy 15, Lombardy

Each community hall is rented for events on a regular basis and the Township is seeking qualified individuals to fill the positions of casual contract employees to provide custodial and booking agent services at each hall. You may, and are encouraged to, submit your Expression of Interest (EOI) for more than one hall, however you must be located within a 20 minute commute of any hall you apply for. Remuneration for this position is \$15.00 per hour.

Schedule "A" – Community Hall Service Standards; Schedule "B" – casual Contract Remuneration and Schedule "C" - Job Description are included and form part of this EOI.

Please note that the Elgin, North Crosby and Portland Halls include additional duties of opening, closing and cleaning public washroom daily, from Victoria Day to Thanksgiving weekend.

All qualified individuals are hereby invited to submit their Expression of Interest along with a resume, to the Manager of Facilities & Environmental Services before **4:00 p.m. on June 1, 2017**.

The Township reserves the right to discontinue this EOI process at any time and not hire custodian/booking agents for the community halls.

- EOI's must be submitted on the Expression of Interest Information Form included in this package.***
- A resume must be included with the EOI Information Form.***
- EOI's can be mailed or delivered to the Township Office. Fax transmissions and emails will not be accepted.***
- EOI's must be in hard copy form and in a sealed envelope, clearly marked with its contents.***

All EOI's shall be clear and legible and made in ink. EOI's that are incomplete, conditional, illegible, obscure or have reservations, erasures, alterations, additions not called for, or irregularities of any kind may be rejected.

All inquiries relative to this EOI shall be directed to the Manager of Facilities & Environmental Services at 613-928-2251 x230 or by email to [michelle@twprideaulakes.on.ca](mailto:michelle@twprideaulakes.on.ca) .

No information provided orally by the Township shall be binding, nor shall it alter the requirements in any way.

**EXPRESSION OF INTEREST INFORMATION FORM**  
**EOI MP17-01**

**Your resume must be included with this EOI Form to be accepted as complete.**

**By Completing and submitting this EOI INFORMATION FORM, along with your resume, you are expressing interest in applying for the casual contract position of custodian/booking agent at a Township Community Hall(s).**

NAME: \_\_\_\_\_  
(Please Print)

EMAIL: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

I am expressing interest in becoming the custodian/booking agent for the following halls:  
(Please indicate your interest by checking the box):

- Newboro
- North Crosby
- Portland
- Morton
- Elgin
- South Elmsley

For all halls selected above, please indicate your commute time to each:

Newboro \_\_\_\_\_      North Crosby \_\_\_\_\_      Portland \_\_\_\_\_  
Morton \_\_\_\_\_      Elgin \_\_\_\_\_      South Elmsley \_\_\_\_\_

I have read and understand Schedule "A, B & C" and submit my Expression of Interest, as well as my Resume, with the understanding and knowledge of expectations and responsibilities.

SIGNATURE: \_\_\_\_\_  
(Signature of Individual Submitting EOI)

Before sealing your envelope --- did you include your Resume?

We thank all applicants for their interest, however, only candidates to be interviewed will be contacted. Personal information collected will be used in accordance with the ***Municipal Freedom of Information and Protection of Privacy Act*** for the purpose of candidate selection.

**Note: Please ensure this Information Form is complete and legible.**

## **SCHEDULE "A"**

### **Community Hall Service Standard**

#### Custodian/Booking Agent, General

- One custodian/booking agent for each hall (or one person can take on multiple halls) paid a set hourly rate for hours worked and compensated at the end of each month
- Custodian/booking agent must live within 20 minutes of the hall they are expressing interest in
- Position will be a casual contract employee position
- Users call the custodian/booking agent to confirm availability, secure booking, sign the agreement and make payment;
- A Google calendar will be kept of all rentals on a up-to-date and ongoing basis
- Mileage is included in the set rate of compensation
- It is anticipated that each booking will involve a total of 45 minutes to 1 hour of the agent's time

#### Rental Payments

- Payment shall be made directly to the booking agent by cash or cheque;
- A rental agreement shall be completed and signed by the renter and custodian/booking agent outlining the Hall details/rules of the rental and the access process;
- Following the signing of the rental agreement payment must be made;
- All payments shall be reconciled by the custodian/booking agent and delivered to the Manager of Community & Leisure Services monthly

#### Set-up and Teardown

- Halls will have a standard number of chairs (16) and tables (4) easily accessible to users;
- No set up and teardown (chairs and tables) will be provided. Set up and teardown will be the responsibility of the user, excluding Committees of Council. For all other users, this service, provided by the custodian/booking agent, will be available at an additional cost of \$20 per occurrence;
- All users shall be responsible to ensure the Hall is left as it was found, with standard layout of tables/chairs and free of garbage and left over food;
- All users shall be responsible for any damage during rental
- Rental of audio/visual equipment will be set up and stored properly by the custodian/booking agent

#### Renter Access

- The custodian/booking agent will ensure the hall is open for each user to gain entry (as per the rental agreement) and closed immediately following the rental;
- The custodian/booking agent and/or renter will not lend the key or have duplicates made;

#### Cleaning

- All Halls will be cleaned following each use. The custodian/booking agent shall ensure that the hall is clean to the Township standard\* after each use;

- Window cleaning is required on a regular basis when necessary; and
- Each hall will be given a thorough cleaning (including walls, ceilings, windows, doors, closets, cupboard doors, etc) once each spring and once each fall

*\*Information to be provided to the successful candidate for the facility they will be responsible for, as each hall is unique and will require both general and specific duties to be performed.*

### Public Washrooms

- Elgin, Portland and North Crosby Halls offer public washrooms from Victoria Day to Thanksgiving and the custodian/booking agent's responsibilities at these 3 locations will consist of daily opening and closing, daily cleaning and stocking paper products daily, as well as daily cleaning showers at Portland.

### Security

- A telephone number will be provided for renters to report any issues. This number will be that of the custodian/booking agent and will form part of the rental confirmation, as well as be posted at the hall;
- The custodian/booking agent shall ensure that the building is locked/secured following each rental;
- The custodian/booking agent shall ensure that the access key is not lent to a renter or duplicated.

### Other

- Cleaning supplies will be provided by the Township, ordered monthly by the custodian/booking agent and delivered to the hall by Township staff;
- All custodian/booking agents will provide the same level of service at each hall under a uniform job description
- All custodian/booking agents shall work in compliance with Municipal Policies, Employment Standards Act and the Occupational Health & Safety Act;
- Training is mandatory
- Services cannot be sub-contracted or split across multiple parties

**SCHEDULE "B"**

**Anticipated Time Commitment  
\$15.00 per hour**

| <b>COMMUNITY<br/>HALL</b> | <b>Approximate anticipated annual hours of<br/>work, based on historical data<br/>(to give applicants an idea of time required)<br/>These numbers will vary dependant on<br/>number of rentals per year</b> |
|---------------------------|---|
| Elgin Hall**              | 1050  |
| Morton Hall               | 85  |
| Portland Hall**           | 720   |
| Newboro Hall              | 465   |
| North Crosby Hall**       | 780   |
| South Elmsley Hall        | 595   |

\*\* includes public washrooms, May to October (270 hours based on 135 days of operation)

## **SCHEDULE "C"**

### **Job Description**

**JOB TITLE:** CUSTODIAN/BOOKING AGENT FOR MUNICIPAL COMMUNITY HALL

**POSITION:** CASUAL CONTRACT POSITION

**DEPARTMENT:** PUBLIC WORKS DEPARTMENT – FACILITIES

**DIRECTLY RESPONSIBLE TO:** MANAGER OF FACILITIES & ENVIRONMENTAL SERVICES

**INDIRECTLY RESPONSIBLE TO:** PROPERTIES SUPERVISOR, MANAGER OF COMMUNITY & LEISURE SERVICES, CHIEF ADMINISTRATIVE OFFICER (CAO)

#### **MAIN PURPOSE:**

To provide custodial services and booking agent services for the Municipal Community Hall, on an on-call casual basis, seven (7) days a week, including evenings.

#### **KEY RESPONSIBILITIES:**

Key holder and booking agent

Receive inquiries and coordinate all bookings taking place at the Hall

Receive rental agreements and payments for each booking

Open and close the hall for all bookings and secure the building following each rental

Maintain a Google calendar of all bookings; internet access is required

Reconcile agreements, paperwork and rental revenue

Deliver reconciled documentation and revenue to the Manager of Community & Leisure Services monthly

Stock the required paper products and cleaning products at each hall. Submit a monthly order for all products to the Township. The Township will deliver.

Ensure the hall is accessible for each renter at the rented time and ensure the hall is secured following each event

Clean the hall, kitchen and washrooms following each rental

Ensure the hall is cleaned to the Township standard at all times. Windows will be cleaned on a regular basis, as required



Perform a spring and fall cleaning, annually (this includes walls, windows, cupboard doors, etc). A list of expectations will be provided

Snow removal and walkway winter maintenance with an accumulation of 2 cm of snow

Maintain the entrance and walkways/steps to prevent ice from forming

Attend Hall Board Meetings upon request (at least once annually)

Set up and tear down of tables and chairs as requested by Committees of Council

Set up and proper storage of audio/visual equipment at specific halls

Additional responsibilities at the Elgin, North Crosby and Portland Community Hall include opening, closing and cleaning the public washrooms daily, from Victoria Day to Thanksgiving.

Other duties as assigned.

### EDUCATION/EXPERIENCE/SKILLS/TRAINING

1. O.S.S.G.D or equivalent
2. Must have valid G driver's licence or reliable daily and on-demand transportation
3. Knowledge of the Township
4. Interpersonal skills to effectively deal with the public with patience and diplomacy
5. Experience in customer service
6. Computer skills and access to a computer with internet connection
7. Organizational skills are essential
8. Able to perform physical labour (bending, lifting, etc.)
9. Custodial experience preferred
10. Phone (landline or cell) is required for bookings (if three or more locations are selected and approved, a cell phone will be provided by the Township)
11. Must obtain and provide a current CPIC (Canadian Police Information Centre) Criminal Record Check
12. Must be willing to complete WHMIS training, Health & Safety Awareness Training and all other training that is required
13. Must be available and responsive to booking inquires and related duties

### WORKING RELATIONSHIPS:

INTERNAL: Manger of Facilities & Environmental Services, Manager of Community & Leisure Services, Properties Supervisor, C.A.O.

EXTERNAL: Public