

Environmental Services Associate



GREAT PEOPLE

PROVIDE REMARKABLE SERVICE **EARN TRUST & LOYALTY**

- WHAT WE DO, WE DO WELL
- COMMITMENT IS EVERYTHING
- PAY ATTENTION TO DETAIL
- LISTEN & CONTINUE TO LEARN
- OWN IT, TAKE ACTION, FIND THE FIX
- DO THE RIGHT THING
- SHOW RESPECT AND CONSIDERATION
- WE ARE RESPONSIVE

WORK AS ONE TEAM **IMPROVE OUR COMMUNITIES**

- EVERYONE'S JOB MATTERS
- WORK SMART, WORK EFFICIENTLY
- CELEBRATE ACHIEVEMENT
- SUPPORT AND HELP EACH OTHER
- PAY IT FORWARD
- GET INVOLVED
- MAKE A DIFFERENCE



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 an Environmental Services Associate's job?

Each day is a different experience for an Environmental Services Associate. They have the monumental job of keeping both of our properties clean and safe for our guests and Associates. They are responsible for cleaning over 3 million square feet of space between both properties. This includes areas such as; the Avalon Theatre, Yuk Yuks, the Grand Halls, Meeting rooms, restaurants, back of the house and all public areas. Aside from the daily interactions that you will have with our customers, there are also many different tasks that you will be responsible for completing during your shift. Some of the key responsibilities you could have on a daily basis include; cleaning toilets, emptying garbages, cleaning mirrors and windows, stocking supply cabinets, vacuuming office areas, mopping or polishing floors, conducting "high cleaning", operating a garbage compactor, removing gum from the public areas and emptying ashtrays.

You will attend a mandatory meeting at the beginning of each shift, where you will be assigned your section and tasks. These meetings, called pre-shifts are about 15 minutes long. In addition to receiving your assigned section and tasks for your shift, 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. Sections are rotated on a daily basis to ensure that they are evenly distributed amongst other Environmental Services Associates on your shift. This position requires the successful candidate to obtain a gaming license from the AGCO. For further details please visit their website at www.agco.on.ca and to pass a pre-placement physical abilities assessment as a condition of hire. The assessment measures the force producing capabilities of your knee and shoulder muscles not strength. Further details will be provided if you are made an offer of employment.

You will be expected to promote Casino amenities, such as our restaurants, entertainment and gaming operations.

You will interact directly with our guests and this role requires individuals with a warm, friendly personality with an understanding of delivering service with a smile.



The Resort Operations Department

The Resort Operations Department is a large division in Niagara Casinos which includes, Front Services, Housekeeping, Hotel Front Office, a Spa and Health Club, Environmental Services, Resort Sales, Engineering, Laundry and Warehouse. The organizational structure of the Resort Operations Department includes an Executive Director of Resort Operations, a Director of Resort Sales, a Director of Facilities, a Director Environmental Services, a Front Services Manager, a Front Office Manager, a Housekeeping Manager, a Spa and Health Club Manager, an Engineering Manager, a Laundry Manager, a Materials Manager, and an Environmental Services Manager. There are Supervisors in each sub department. The Resort Operations Department has approximately 500 Associates in total, who work at both properties in the various sub departments.

The Environmental Services (EVS) Team

Environmental Services consists of a Director of Environmental Services, an EVS Manager, Supervisors, Uniform Attendants, Seamstresses, Coat Room Associates and Environmental Services Associates. There are approximately 170 Associates who work at both properties. The Supervisors are responsible for ensuring you have all of the tools you need to complete your job duties as expected. The management team takes pride in their department by ensuring Associates have all of the tools, resources, training and equipment necessary for the department to run smoothly. Environmental Services Associates report to Environmental Services Supervisors.

The ability to work on your own is essential in this position. Once you are assigned to your section it is expected that you are performing your assigned tasks and constantly monitoring the section for cleanliness. According to our Environmental Services Associates, the amount of supervision you can expect is...

"Minimal, we see them at pre-shift; they come around periodically to see if we need help"

Your fellow co-workers are assigned to other sections. Your Supervisor will conduct periodic spot checks of your assigned section to ensure that you are completing your job in conjunction with our service standards and also to ensure help is available if you require assistance.

Locations and Shift Length

Where are some of the locations I will work? What is the length of my shifts?

There are a number of locations throughout Fallsview Casino Resort and Casino Niagara where you will be assigned your section. Both casinos have very large gaming floor spaces of approximately 100,000 square feet each. It is the responsibility of the Environmental Services department to maintain the cleanliness standards for each property. In addition to the sections on the Gaming floors such as gaming pits, cages and slot areas you will be scheduled to clean: washrooms (Customer and Associate), public areas, for example the food court and Galleria, food outlets and bars – Golden Lotus, Grand Buffet, Deli, Market, Perks, 17 Noir, Ponte Vecchio, Noodle Bar, Yuk Yuks, Avalon theatre, offices and smoking patios. Niagara Casinos operate 24 hours a day, year-round and Environmental Services coverage is provided at all times. Full time Environmental Services Associates at Fallsview work 12-hour shifts, with 2-20 minute and 1-30 minute break periods. Full time Associates at Casino Niagara work 8-hour shifts that include 2-30 minute breaks. Part time and contract Environmental Services Associates are scheduled for 8-hour shifts on midnights, weekends and holidays. New Associates to the job classification will work 8-hour shifts only.

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 however; you will be required to work. The requirement to work midnights, holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

Training

What type of training will I receive as a new Environment Services Associate?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your 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:** This training covers specific information regarding your department's policies, procedures, standards, job expectations and includes a property tour.
- **Job Shadowing:** Once your departmental training is complete, you will work alongside another environmental services 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:** Upon completion of the above training 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 Environmental Services 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 an Environmental Services Associate?

Do I...

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

Can I...

- At times, handle people being impolite?
- Take direction well and willingly change my job duties frequently throughout my shift?
- Lift 50 pounds frequently throughout the shift and handle a physically demanding job?
- Let go of my work area (when it is not clean) at the end of my shift?
- Work alone?
- Smile at all times?

Will I...

- Be able to work on my feet and do repetitive work for long periods of time?
- Clean up human waste and other messes that may not be appealing?
- Handle stressful situations professionally and tactfully?
- Be able to handle never seeing a finished product or a job completely done?
- Work midnights, holidays and weekends for many years?
- Work part time hours and be flexible to last minute shift changes?

Am I...

- Someone who can keep a smile on my face and have a positive attitude regardless of the tasks assigned?
- Good at prioritizing my job duties and managing my time efficiently?
- Allergic to dust, smoke or have severe allergies?
- Friendly with good manners?
- Able to resolve conflict quickly and effectively?
- Approachable, hard working and organized?

