

Job Title: Supervisor – Recreation Operations	Date Updated: August 2019
Department Manager: Manager of Sports Centre Operations Manager of Aquatic Centre and Exhibition Grounds Operations	Positions Supervised: <ul style="list-style-type: none"> • Facility Maintenance Worker • Custodians

JOB SUMMARY:

Under the direction and supervision of the Manager of Sports Centre Operations, and dotted line responsibility to the Manager of the Aquatic Centre and Exhibition Grounds Operations, the Supervisor – Recreation Operations is responsible for leading a team of unionized staff to achieve excellence in customer service, operations and maintenance within the Sports and Aquatic Centres facilities. The incumbent supervises, schedules, trains, mentors and provides day to day direction to operations staff; ensures consistency between the Aquatic Centre and Sports Centre operations staff in the implementation of all customer service standards, safe work procedures and policies. This position will also troubleshoot maintenance issues as they arise and perform complex adjustments and repairs to the facility operating systems, and performs all Facility Maintenance Worker duties as required: resurfaces ice, maintains mechanical systems (ice plant, pool, HVAC), performs scheduled and preventative maintenance, maintains and repairs equipment, responds to emergencies, etc.

MAJOR DUTIES AND RESPONSIBILITIES:

- The Supervisor, schedules, supervises, trains, mentors and provides daily direction to operations department staff in accordance with collective agreement and Comox Valley Regional District (CVRD) policies and procedures. Provides technical guidance and direction to operations staff, prioritizes and assigns activities and ensures work completion of quality, quantity and accuracy and in accordance with instructions, standards and health and safety regulations.
- Ensures a safe and clean environment for facility patrons and staff to prevent injuries and eliminate hazards. Promotion of a safety culture is a mandatory requirement in fulfilling this task.
- Assists with the coordination of maintenance activities, ensuring staff and/or contractors, materials and equipment are available and safety requirements are met. Manages supply inventories to ensure that adequate maintenance and custodial supplies are on hand.
- Provides input on equipment maintenance needs and monitor inventory of service supplies and reports to the Manager of Sports Centre Operations.

Obtains quotes and orders parts and equipment within predefined limits, as directed.

- Performs the same duties as a Facility Maintenance Worker as needed.
- Troubleshoots maintenance issues as they arise and performs complex adjustments and repairs to facility operating systems and equipment as required.
- Drafts safety and shut down procedures for review and acceptance by the Manager.
- Maintains manual and electronic records pertaining to the operations and maintenance of facilities and equipment; records facility inventory and maintains the inventory control system.
- Supports the set up and take down of facilities for special events, scheduled programs, and user groups.
- Implements asset management plan utilizing NAMS software as required and directed by the Manager of Sports Centre Operations and the Manager of Aquatic Centre/Exhibition Grounds
- Performs safety and security check of facilities and opening and closing facility duties
- Responds to routine inquiries and provides assistance to user groups and the public. Resolves the more serious complaints from the user groups and public which have escalated beyond the level of other staff. If unable to resolve issue, reports issue to the Manager
- Prepare incident reports, maintain records and log books
- Use facility booking software program to ensure that the facility is ready for user groups
- Enforce facility rules consistently, tactfully, safely, and promptly
- Undertakes other assigned related duties and projects as required

REQUIRED EDUCATION AND EXPERIENCE

- Grade 12 graduation
- Minimum five years of directly related experience
- Experience in scheduling, training, mentoring, and directing the work of others in a unionized environment
- Experience in asset management implementation principles in a Recreation setting

REQUIRED LICENCES, CERTIFICATES AND ASSOCIATION MEMBERSHIPS

(required for acceptance into the job)

- Current criminal record clearance - *The incumbent is required to provide a satisfactory criminal record check in order to work in this position and is required to report to their supervisor any criminal charges laid against them that may be related to their employment in this position.*
- BC Safety Authority Refrigeration Operators certification
- Current Standard First Aid
- Valid BC driver's license
- WHMIS Certification and/or Training

- Pool Operator Level I and II
- Training as a designated first aid attendant
- Supervisory skills training
- NAMS certification within one year of position implementation

PREFERRED ADDITIONAL QUALIFICATIONS

- Building Service Worker Certificate – Level I or equivalent
- Emergency Training experience or education

JOB KNOWLEDGE, ABILITIES AND SKILLS

- Excellent current knowledge of all building systems components and their correct operation, adjustment, servicing, and repair
- Knowledge of arena ice making and maintenance methods and procedures
- Working knowledge of the operation and maintenance of arena refrigeration plant, swimming pool filtration, and heating and ventilation systems
- Basic knowledge of pool and hot tub operations and maintenance and the measurement and handling of chemical purification additives
- Working knowledge of building maintenance, building cleaning, and the building trades such as carpentry, plumbing, and painting
- Mechanical aptitude and skills in general building maintenance and repairs
- Ability to analyze and troubleshoot issues related to recreation facility operations and develop and implement solutions
- Ability to operate and maintain a variety of specialized tools and equipment
- Considerable knowledge of job hazards and safe work practices
- Advanced level supervisory skills including abilities to act as a coach and mentor in alignment with Recreation Services goals
- Ability to organize, coordinate and monitor the work of operations staff and contractors
- Demonstrated experience in the use Microsoft Office and other applications related to the work such as PerfectMind software program
- Proficiency with use and knowledge associated with NAMS and asset management principles

CORE KNOWLEDGE, ABILITIES AND SKILLS

- Working knowledge of Comox Valley Regional District policies and procedures
- Ability to work safely and effectively without direct supervision and adhere to work procedures and safety regulations
- Ability to establish and maintain effective, cooperative, and respectful working relationships with coworkers, management, and general public
- Ability to provide excellent customer service in a professional and courteous manner
- Ability to work accurately with attention to detail
- Strong communication, decision making, and problem solving skills
- Ability to accurately and effectively carry out oral and written instruction
- Ability to cope with interruptions and meet multiple demands and priorities in a busy fast paced environment while maintaining a positive customer service

attitude

- Ability to maintain composure under stressful situations and handle emergency situations
- Advanced level conflict resolution skills to address disputes with patrons or staff related to CVRD and facility policies and procedures.
- Physically capable of performing duties safely and effectively
- Ability to work shift work including days, evenings, weekends, and holidays

SIGNATURE

I have read and understand this job description:

Employee's Name

Employee's Signature

Date