

## **CITY OF HAMILTON**

### **COMMUNITY & EMERGENCY SERVICES DEPARTMENT**

**(RECREATION DIVISION - LOCATION - OFFICE OF THE GENERAL MANAGER, 28 JAMES ST. N., 3<sup>rd</sup> FLOOR)**

### **DIVISION DIRECTOR, RECREATION**

#### **SUMMARY OF DUTIES**

Reporting to the General Manager, Community Services provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in the delivery of services to the public. Recommends broad policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost effective manner. Instils a customer services focus in the Division.

Evaluates and reports on the Division's services, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possess a demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development, and are results orientated.

Possess a high-level of personal integrity and are an excellent communicator.

#### **RESPONSIBILITIES**

You will assume lead accountability and responsibility for the Recreation Division and delivery of the Recreation services to meet the growing needs of the residents and businesses of the City of Hamilton.

The Division Director is accountable to the General Manager, Community Services ensuring Recreation services are provided in accordance with City and Provincial guidelines and in the most effective and efficient manner consistent with the City of Hamilton's Mission and Vision.

#### **GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)**

Recommend broad policies and long-range strategies in the delivery of services to meet goals and objectives.

Participate in strategic planning and direction of the Department as a member of the Departmental Management Team.

Develop goals and objectives, initiate projects dealing with physical fitness, sport and leisure.

Lead an effective Division Management Team, providing coaching and advice to subordinate managers and supervisors to optimize performance.

Oversee the development of annual operating and capital budgets.

Ensure compliance with provincial and federal statutes and regulations and municipal by-laws and policies.

Respond to various corporate, community, Provincial or Federal proposals for service initiatives, changes, or enhancements.

Provide professional consultation, including reports, to Council and its Committees.

Develop appropriate evaluation tools to measure staff performance and establish monitoring and reviewing devices to determine strengths and needs of staff and identify goal setting measures to maintain optimal performance levels.

Provide program development and evaluation by identifying program objectives, activities, outcomes, and indicators of each program.

Responsible for the overall management and administration with respect to the maintenance, renovations and replacement of community facilities including the maintenance and operation of:

- 25 Community Centers (including 17 indoor pools)
- 4 Senior Centres
- 20 Arenas providing 22 ice pads
- 10 Outdoor Pools
- 19 Wading Pools
- Bernie Arbour Stadium

Perform other duties as assigned which are directly related to the responsibilities of the position.

**QUALIFICATIONS:**

1. Post secondary education in a professional discipline pertinent to the job functions combined with relevant senior management training and business administration experience normally acquired through the completion of a University Degree in Public Administration or Business, Recreation or the Social Sciences.
2. Excellent management skills and experience in a senior a management position.
3. Demonstrated competency to manage a large multi-disciplinary staff, preferably in a unionized environment, utilizing pro-active management skills.
4. Excellent interpersonal skills and ability to deal with elected officials, government departments, all levels of management, staff and the general public.
5. Demonstrated financial management skills in developing, implementing and monitoring division budgets.
6. Strong interpersonal and organizational skills.
7. Knowledge of collective bargaining process.
8. Thorough knowledge and understanding of statutes and regulations appropriate to the position.
9. Demonstrated knowledge of the Ontario Occupational Health and Safety Act and applicable regulations as it relates to the position.
10. Demonstrated ability to lead and inspire others and articulate a vision and work in multi-disciplinary groups to make effective presentations.
11. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
12. Must be a strong and competent communicator.
13. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government,

management, peers, staff and the general public.

14. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
15. Possess a high level of personal integrity and sound judgement.
16. Proven ability to proactively implement customer service initiatives.
17. Working knowledge of computer software applications.