

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – DISTRICT RECREATION OPERATIONS – LOCATION – 28 JAMES ST. N., 3rd FLOOR)

DISTRICT SUPPORT COORDINATOR (RECREATION) – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, District Support Services (Recreation), the District Support Coordinator (Recreation) is responsible to coordinate, acquire, develop, manage and maintain divisional information for use by recreation staff responsible for delivery of person-centered customer services within the recreation division.

GENERAL DUTIES

Under the direction of the supervisor, responsible for the development and documentation of recreation processes. Utilize point of sale software user guides and adapts them into procedure manuals for use by staff for customer service delivery.

Coordinate and facilitate training of customer service and point of sale procedure manuals to new and existing staff.

In collaboration with subject matter experts in the divisional business units, research, compile, review, write, edit content for the divisional intranet and manuals for use by staff.

Prepare and coordinate training and presentation materials and facilitate both training and continuous improvement feedback sessions with staff on new and changing processes in conjunction with sensational service objectives.

Input training data into Learning Management software.

Provide support to the divisional intranet by maintaining web pages. Assist with the daily maintenance and publishing content once approved by supervisor. Ensure all information uploaded to the divisional intranet, and documents prepared for staff use is of the highest quality and consistency possible using correct styling.

Under the direction of the supervisor, develop relationships with other leading municipalities' recreation customer service counterparts in order to share, obtain information and benchmark success.

In conjunction with supervisor, gather feedback from recreation staff to verify understanding and provide troubleshooting support.

Assist and provide administrative support as required.

May be responsible for opening and closing of the facility during shifts.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other responsibilities as assigned which are directly related to the normal functions of this position.

QUALIFICATIONS

1. Completion of a relevant degree or diploma such as Municipal Government, Business Process Design, or a combination of relevant work experience.
2. Considerable customer service experience with preference given to those who have worked in recreation.

3. Demonstrated knowledge gained in Legend Software with progressive on the job experience in Recreation.
4. Excellent verbal and written communication skills with the ability to relate effectively and tactfully with peers, all levels of management, elected officials and customers.
5. Highly developed organizational and time management skills. Demonstrated analytical, problem solving and change management skills.
6. Experience in innovation and process improvements.
7. Experience with information/knowledge management systems for service delivery in one or more service delivery channels including; authoring, updating workflows, version control and managing user feedback mechanisms.
8. Experience training adult learners including; curriculum preparation, presentation and evaluation.
9. Proven organizational skills and the ability to work under very tight deadlines and with competing priorities.
10. Ability to work both independently and in a multi-disciplinary team setting in a fast paced, constantly changing environment.
11. Preference will be given to those with experience and demonstrated proficiency using languages such as HTML and programming languages such as JavaScript.
12. Must have a valid Class "G" Driver's Licence and provision of a vehicle for use on the job.
13. Experience in computerized environment with working knowledge of Microsoft Windows, and the current suite of Microsoft productivity tools (Word, Excel and PowerPoint). Ability to adapt to new computer applications.
14. Must be available to work days, evening and weekend shifts.
15. Must possess and maintain current certification in "Standard" First Aid with CPR Level "C". (This must be clearly identified on your resume.) All "Standard" First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website www.wsib.on.ca for approved providers. At time of assessment (which could be as early as days after the posting closes), you will be asked to provide "proof" that you possess the required certificate(s).

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
