

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (RECREATION DIVISION – DISTRICT RECREATION OPERATIONS SECTION – LOCATION – 28 JAMES ST. N., 3rd FLOOR

SENIOR MANAGER, DISTRICT RECREATION OPERATIONS

SUMMARY OF DUTIES

Reporting to the Director, Recreation the Senior Manager, District Recreation Operations assumes lead accountability and responsibility for the management and overall performance of Program Development and District Recreation Operations set up within geographic locations. Responsible for setting goals, standards and business plans to improve services and meet the needs of clients and stakeholders. Ensures program delivery and facility operations 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. Assists in setting the strategic direction for Recreation.

Participates in CES emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

GENERAL DUTIES

Oversees program development, local community program delivery and community recreation facilities operations established in geographical districts which include: recreation centres, community centres, swimming pools, wading pools, outdoor pools, gymnasiums, outdoor spaces, and halls to ensure safety, service quality, cost-effective and timely delivery of services to meet community needs while meeting environmental and legislative compliance.

Provides management support for a wide range of programs and services to ensure appropriate level of service to meet community needs, quality assurance, efficiency and fiscal accountability.

Participates in strategic planning and direction of the Division as a member of the Recreation Leadership Team (RLT).

Drives continuous improvement and change while effectively managing risk; ensures organization plans are linked to strategic priorities and objectives.

Maintains an awareness of internal and external best practices; anticipates impacts and develops strategies to ensure success.

Develops studies, procedures and programs as assigned by the Director, Recreation.

Develops goals and objectives, initiates projects dealing with recreation program delivery and facility operations.

Provides professional opinion, advice and guidance through consultation, including reports to Council and its Committees. Conducts presentation on behalf of the Recreation Division as required.

Development of strategic initiatives and creation of supporting protocols and procedures to optimize Recreation's programs effectiveness and service delivery.

Liaises with various community and business groups, School Boards, and other government agencies, committees and organizations to ensure Recreation programs and services meet community and City's needs and priorities.

Departmental lead on setting standard operating procedures/processes, trends and performance. Lead on special projects.

Develops and implements policies, standards, guidelines and best practices for district operations including but not limited to program and services for recreation facilities, swimming pools, gymnasiums, halls and program rooms for residents.

Provides direction, leadership and coordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and quality of service.

Manages reporting staff to ensure that work plans and departmental goals are met. Responsible for hiring, scheduling, assigning and reviewing work, coaching and developing, performance management, deployment and succession planning.

Assists the Director in long range and strategic planning and analysis of complex issues.

Prepares, manages, monitors Recreation's annual operating and capital budgets. Prepares variance and forecast reports, direct staff in budget planning, training and monitoring of operating budgets based on division, department and corporate policies and guidelines.

Participates and regularly acts as main spokesperson for District Recreation Operations program and service delivery issues. Provides conflict resolution and resolves issues that require sensitivity, understanding and confidentiality.

Ensures operational compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines as they specifically relate to Recreation programs and services.

Identifies efficiencies and effectiveness of recreations programs and services including revenue generation and implementation of cost saving measures.

Represents the Recreation Division in Labour Relations issues including chairing Labour/Management meetings, assisting in negotiations for collective agreements, negotiates grievance settlements, appoints applicants to staff vacancies.

Acts as a stand in for the Director, Recreation.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton Corporate, and Departmental and Divisional policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. Progressively responsible experience in recreation/administration and or facility management at the manager level normally acquired through a Bachelor's Degree from an accredited college or university in public administration, recreation/facility management, business administration or a combination of related education and related extensive relevant work experience.
2. High Five Principles of Healthy Child Development Certification considered an asset.

3. Demonstrated knowledge and extensive experience in a range of core functions of the recreation portfolio, including program management for ice sports, aquatics, health and wellness, sports, arts, community development to participants of all ages. Solid understanding and sufficient years of experience working in recreation operations and environments.
4. Extensive management experience in a unionized environment. Demonstrated management, coaching, leadership and team-building skills along with demonstrated decision making and problem solving skills dealing with challenging and confidential situations.
5. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
6. Highly developed conflict resolution skills.
7. Thorough knowledge of legislation, by-laws, and regulations governing relating to Recreation programs and services and City Policy and Procedures, Employee Standards Act, the Municipal Act, CSA standards, The Occupational Health and Safety Act..
8. Working knowledge of computers in a Windows environment utilizing MS Office software (Word, Excel, PowerPoint and Outlook).
9. Excellent verbal and written communication skills to interact effectively with staff, political representatives and community groups.
10. Possession of a valid Class "G" driver's licence and access to a personal vehicle.