

CITY OF HAMILTON

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

SUPERVISOR, FACILITY RENTAL ADMINISTRATION – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Administration & Business Services Lead, the Supervisor, Facility Rental Administration is responsible for overseeing the provision of city wide facility rentals within Recreation. This position will focus on identifying best practice standards, revising policies and procedures, and contributing to joint projects and priorities.

GENERAL DUTIES

Oversees the day to day operations of the facility rental program to ensure service quality, cost effective and timely delivery of services. Creates standard operating policies, procedures and work instructions.

Supervises, co-ordinates, trains and assigns tasks to clerks assigned to facility rental inputting. Ensures that staff perform duties in accordance with established policies and procedures.

Acts as a key liaison between various Recreation teams and clerical staff assigned to input facility rentals.

Provides direction, leadership and coordination of the team. 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.

Participates in the interviewing and hiring of fulltime staff. Responsible for completing staff onboarding, scheduling, monitoring performance and disciplinary action.

Identifies and facilitates professional development of staff. Develops, initiates and delivers in-service training programs.

Responsible for monitoring and reporting on revenues/expenses and provides effective cost control of the allocated current budget. Responsible for preparing annual budgets, monitors cost control reports and statistical data.

Assigns outstanding payment workflow to staff to ensure accounts are in good standing per divisional policies and procedures.

Works collaboratively with other supervisors in Recreation. Supports projects and informs priorities through researching and reporting on best practices, municipal benchmarking, community programming, and completing cost/benefit analyses. Completes reports, charts, comparisons, or presentations as required.

Communicates need for program growth or new service delivery; prepare requests for funding as required to fill service gaps.

Provides public relations and customer service through verbal and written communication. Responds to internal or external requests for information.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable Provincial / Federal Act / Standards and Union Agreements.

Required to work regularly scheduled evenings and weekends based on program operations, public utilization and program delivery.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to

perform the assigned duties.

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.

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

QUALIFICATIONS

1. Previous experience related to duties listed above, normally acquired through the completion of a college diploma, undergraduate degree or an equivalent combination of education and progressive work experience.
2. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.
3. Proven knowledge and understanding of policy development, regulations, program design processes, and outcome-based evaluations.
4. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development and is results-oriented.
5. Previous experience in the design, development and implementation of programs through understanding of program delivery and recreation facility operations.
6. Proven relationship management, public relations, and partnership-building skills to enable cooperative working relationships both within and outside the division.
7. Excellent research skills to conduct research, monitoring analysis and assessment of inclusive programs, issues and trends.
8. Experience in a computerized environment. Strong working knowledge of Word, Excel, Microsoft Outlook, PeopleSoft and recreation database software.
9. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
10. Provision of a vehicle for use on the job.

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.
