

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(RECREATION DIVISION – ARENA OPERATIONS SECTION - LOCATION – CHEDOKE TWIN PAD ARENA, 91 CHEDMAC DRIVE, HAMILTON)

MANAGER, ARENA OPERATIONS

SUMMARY OF DUTIES

Reporting to the Director, Recreation Operations this position will be responsible for managing the delivery of efficient and effective operations of the City of Hamilton's indoor and outdoor arena and ice facilities. This position will lead the division's facility maintenance and coordination of capital projects for all recreation facilities. Responsible for overseeing operations including coordination of facilities in conjunction with City Wide Services, outside agencies and the general public. The Manager works closely with City departments, elected officials, community groups, businesses, not-for-profit agencies and various levels of government.

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

GENERAL DUTIES

Manages and oversees the efficient delivery of in-house and contracted maintenance services to all arenas and recreation centres through a service level agreement with the City's Facilities Maintenance section of the Public Works Department.

Ensures efficient delivery of services in compliance with appropriate legislation, regulations, and municipal policies.

Develops and implements policies, standards and guidelines for arena and outdoor ice operations in conjunction with City Wide Services Section to meet the needs of residents of all ages (i.e. children, youth, adults and older adults, community groups, special populations).

Prepares plans, specifications and cost estimates for capital projects in coordination with project managers. Reviews plans and specifications for major engineering and construction projects associated with community facilities; provides technical consultation on specific facility issues as required.

Develops daily maintenance programs for arena staff and prepares and annual list of capital replacement projects.

Develops and implements a twenty-four hour, seven-day week emergency response system for Recreation building emergencies, equipment failures, and occupant safety & security alarms.

Recommends and implements new procedures and strategies for conducting business that improves efficiency, cost effectiveness and environment (benchmarking, energy management program, environmental initiatives) and policy development (zero tolerance, municipal alcohol policy, etc.).

Prepares corporate reports, briefing documents and correspondence for Director, City Council and Committees; performs public relation activities and presentations on behalf of the district and division as required.

Provides staff with consistent performance management for supervisors, subordinates and contractors.

Prepares specifications for tendering purposes for goods and services under the jurisdiction of Recreation Division.

Prepares, manages, monitors district annual operating budgets; prepares variance and forecast reports; directs supervisors and frontline staff in budget planning, training, and monitoring of operating budgets based on division, department and corporate policies and guidelines.

Administers co-ordinates and directs the ongoing activities within the Section by delegating and assigning work to staff ensuring maximum utilization of human resources; monitoring and evaluating individual staff performance; coach mentor and support staff development. Develops and conducts staff training.

Provides direction, leadership and co-ordination of teamwork; motivate and encourage District staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation and quality of service.

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

Liaises, consults with, and co-ordinates contractors and consulting engineers to ensure adequate service delivery.

Maintains awareness of pertinent legislation and agreements and ensures compliance.

Prepares tenders, contracts and quotations for arena operations work. Recommends suppliers and contractors and administers and monitors performance.

Represents management on various committees as required.

Responds to public, media, staff and elected officials' inquiries and complaints, resolving matters including participation in decisions or actions taken.

Monitors adherences to all mandated health standards by ensuring the provision of a health and safety program for employees and public involved in arena operations.

Responds to emergency situations as required.

Acts as a stand in Director on a rotating basis with other members of the Operations Management Team.

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 department and corporate policies and procedures. Ensures that appropriate action is followed 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 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. Post Secondary Degree in Mechanical, Electrical, Industrial Engineering or Facility Management or equivalent combination of related qualifications and extensive management experience working in a unionized environment.
2. Demonstrated knowledge and extensive experience with multi-million dollar municipal operating budgets.
3. Excellent research, planning, report writing, marketing, financial, administration, revenue generating, supervisory, project management, and communication.
4. Ability to direct the delivery of facility operations, programs and services for the City by making use of management and leadership skills complemented by an innovative and results-oriented approach.
5. Strong interpersonal skills including an ability to establish and build effective relationships with staff, partner

organizations and voluntary groups; ability to liaise effectively with the public and elected officials.

6. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
7. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
8. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
9. Knowledge of:
 - Occupational Health and Safety Act and regulations including WHMIS Legislation
 - Employment Standards Act and Ontario Human Rights Code
 - Municipal By-Laws, Smoking and Alcohol Policies
 - Operating Engineers Act
 - Barrier Free Access
 - Fire Safety Regulations
 - Pool Management
 - Arena Mechanical Systems and Operations
 - Safe Drinking Water Act
 - National, Provincial and Municipal Building codes and practices
 - Ontario Fire Marshall's Regulations
 - Insurance Advisory Council Regulations
 - CSA Standards, Forms of Agreement
 - Canadian Standard Form of Construction Document
 - Ontario Disabilities Act
10. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
11. Provision of a vehicle for use on the job.
12. High Five Principles of Healthy Child Development Certification considered an asset.

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

NOTE 1:

Given the nature of recreation operations, evening and weekend work will be required.

NOTE 2:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should this job requirement change, parking will only be provided in accordance with the City policy in force at that time.

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

* * * * *