

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – ARENA OPERATIONS SECTION – LOCATION - VARIOUS)

SUPERVISOR, ARENA OPERATIONS - CUPE 1041

The Healthy and Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the Manager, Arena Operations, responsible for supervising the delivery of efficient and effective arena operations and maintenance for Community Centre Arenas within a geographic district by ensuring a healthy, productive, and safe environment for patrons and client departments.

GENERAL DUTIES

Responsible for overall ice maintenance at Community Centre Arenas within a geographical district including custodial and safety standards.

Develop, implement and evaluate work plans, reporting on the section's program, financial and staff performance against internal and external benchmarks. Design and implement strategies to improve the effectiveness and efficiency of meeting community needs based on research, demographics and trends.

Maintain a preventative maintenance program by implementing and monitoring procedures, scheduling and reporting for the various arenas and equipment.

Ensure that supplies are readily available by placing orders for all operations. Recommend repair and replacement of parts, supplies and equipment.

Responsible for the performance management of full-time and part-time staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and confidential matters.

Responsible for the co-ordination and supervision of subcontractors working at the Arenas.

Responsible for the co-ordination, preparation and monitoring of annual operating and capital budgets for area of responsibility. Provides administration and effective cost control of the allocated current and capital budgets through utilization of performance standards, specifications, work programs and procedures, monitoring of cost control reports and statistical data.

Ensure staff perform efficiently and in harmony to provide a high level of service to a defined area.

Develop and clearly communicate operational and administrative expectations for staff.

Provide input on the development and evolutions of performance standards ensuring identified outcomes are met.

Represent respective areas in Labour Relations issues including participation in Labour/Management meetings, assisting in negotiations for Collective Agreement, negotiate grievance settlements, interview and appoint applicants to staff vacancies.

Develop programs and services in conjunction with City-Wide Services to address identified community needs in keeping with the short and long-term goals and objectives of the Recreation Division.

Authorize payment for outside trades and companies carrying out work under the Department's direction.

Liaise with user groups and community groups.

Respond to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and prepare communication to citizens and members of Council.

Preview plans and specifications for buildings under construction and renovations and forward recommendations for improvement to Capital Projects staff, other corporate divisions or outside contractors and consultants.

For matters of property acquisition, inspect buildings and facilities; prepare recommendations prior to making a decision related to purchase.

In consultation with the Project Manager oversees the planning and implementation of minor capital projects.

Provide input and consultation related to major capital projects.

Keep abreast of amendments to legislation and trends in the profession.

Prepare specifications for tendering purposes of goods and services.

Assist the Manager in preparing reports.

Establish and maintain an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, city departments and other levels of government.

Implement community development strategies for the defined area of responsibility that are consistent with divisional policy.

Provide input to Manager in areas such as design, construction, energy management, contract management, preventative maintenance and environmental standards with respect to operational efficiency.

Continuously inspect all the arenas and equipment. Prepare and present reports to Manager on items such as operational issues, equipment recommendations, etc.

Responsible for conducting fire drills and fire prevention program in accordance with the Fire Safety Regulations and in co-operation with the local fire department.

Investigate accidents, claims and dangerous conditions that may involve City employees, personal injury accident and public/private property damage.

Respond to emergency situations based on a twenty-four hour, seven-day week rotational response system for building emergencies, equipment failures and occupant safety and security alarms.

Ensure that all staff receive adequate and pertinent health & safety and technical training in order that work is performed in a safe and productive manner.

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

Work 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.

Assume the duties of other supervisor(s) within Arena Operations during his/her absence.

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

QUALIFICATIONS

1. A University Degree or College Diploma in mechanical, electrical, industrial engineering or facility management or equivalent combination of related qualifications and work experience.
2. Demonstrated knowledge and supervisory experience in a unionized environment, and in the following core functions:
 - Building Maintenance in an arena with previous experience giving guidance and direction to staff regarding building maintenance issues such as dasher board repairs, arena glass removal and installation, humidity and temperature control devices normally used in an arena environment and safe operation of ammonia and Freon refrigeration systems
 - Performance Management
3. Technical certification in facilities maintenance preferably related to an auditorium or indoor based operations.
4. Knowledge and experience in building systems including HVAC systems and mechanical refrigeration.
5. Knowledge and experience in ice installation, maintaining ice and removal of ice.
6. Excellent organizational skills and time management skills, including the ability to co-ordinate staffing requirements for regular, emergency and special services.
7. Knowledge of building construction technology including mechanical/electrical systems, roof/wall/fenestration systems, structural systems and an orientation to maintenance management.
8. Excellent leadership, communication, presentation, report writing and interpersonal skills in order to co-ordinate, develop, supervise and support staff, consultants and contractors.
9. Must have excellent computer skills in a Windows environment utilizing MS Office and database software, a strong focus on financial analysis and budgeting.
10. Knowledge of:
 - Relevant portions of the National Building Code, the Provincial Building Code, the Area Municipal Codes & practices
 - Ontario Fire Marshall's Regulations
 - Insurance Advisory Council Regulations
 - CSA Standards, Forms of Agreement
 - Canadian Standard Form of Construction Document
 - Employment Standards Act and Ontario Human Rights Code
 - Municipal By-laws, Smoking and Alcohol Policies
 - Mechanical Refrigeration Code
 - Electrical Code
 - Operating Engineers Act
 - Barrier Free Access
 - Building control programming such as Honeywell
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

- 12. Knowledge of the Employment Standards Act and union agreements.
- 13. Must possess a valid Class G Driver's Licence.
- 14. Provision of a vehicle for use on the job.
- 15. Possession of one (1) course from the Certified Ice Technician (C.I.T.) program offered through ORFA or a Refrigeration Operator "B" Class Ministry Certificate would be an asset.
- 16. High Five Principles of Healthy Child Development Certification Considered an Asset.

NOTE 1:

Evening and weekend work may 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.

NOTE 3:

As a condition of employment, the successful applicant(s) will be required to obtain, satisfactory to the City of Hamilton, a Vulnerable Sector (VS) Check at their own expense prior to beginning work in this position.

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