

CITY OF HAMILTON

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

SUPERVISOR, DISTRICT SUPPORT SERVICES (RECREATION) - CUPE 1041

SUMMARY OF DUTIES

Reporting to the Administration & Business Services Lead, the Supervisor, District Support Services (Recreation), coordinates, supervises and supports the recreation front line administrative staff in delivery of person centred client services within the recreation division. Shares responsibility for planning, development and evaluation of the processes and procedures, human resources allocations and budgetary requirements.

GENERAL DUTIES

Provides direction, leadership and co-ordination of team work. Directly supervises a team staff and manages their day to day work by scheduling, establishing priorities and delegation of duties while ensuring maximum utilization of human resources.

Responsible for the performance management of staff including motivation and supervision, staff hiring, evaluation of staff performance, discipline and completes performance appraisals in conjunction with the designated district managers.

Coaches and mentors staff through support and guidance for staff development as required. Identifies and coordinates and delivers appropriate staff training.

Assists in the tracking and reporting on performance, utilization rates as part of the monitoring of targets and goals of the unit.

Reviews and approves and/or recommends expenditures relating to front line staff administrative equipment and supplies. Ensures adherence to processes and procedures.

Leads on facility permitting process (rentals), city-wide seasonal registration launch, and city-wide customer service delivery. Responsible for the analysis of program stats and program mix, design and implementation to meet community needs.

Responsible for the day to day operation of Recreation Administration Office service counter.

Responsible to co-ordinate, respond and provide required information to the marketing section, ensuring accuracy and deadlines are met.

Develops performance metrics and criteria for client service infrastructure, assists in the development, recommendation and interpretation of policies and procedures related to recreation client service.

Reviews and approves content of divisional intranet to ensure up to date and correct information is posted in a timely manner.

Provides quality service delivery of the program by developing an annual operational work plan that is in alignment with divisional and departmental plans to ensure the highest level of client satisfaction.

Ensures quality and efficient client service by reviewing client comments on service delivery and monitoring complaints, performance measurements and feedback from key stakeholders.

Completes regular cash handling reviews for recreation centres, golf, food services and other business areas within Recreation.

Ensures updated policies and procedures are distributed and followed to ensure that the information needed by users in the division and clients is timely and accurate.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and prepares written reports to citizens and members of Council.

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management and various specific By-laws or collective agreements.

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

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Establishes and maintains 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.

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 duties, as may be assigned, which are directly related to the normal job function.

QUALIFICATIONS:

1. Progressively responsible experience in recreation and administration at the Supervisory 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 education and related extensive work experience.
2. Demonstrated knowledge of client service delivery principles and ability to manage an administrative support team.
3. Demonstrated knowledge and extensive experience in a range of core function of the recreation portfolio, including recreation administration and customer service.
4. Demonstrated previous supervisory, coaching, leadership and team building skills. Along with the ability to teach and train staff in quality recreation processes procedures.
5. Ability to work in an automated environment, with working knowledge of Word, Excel, PowerPoint, Outlook, PeopleSoft, Legend or other equivalent software, and/or other POS equipment as may be required.
6. Competent administrative, reporting and budgeting ability. Experience in cash handling, balancing, securing and transaction recording.
7. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment
8. Demonstrated ability to establish and maintain effective working relationships within a multidisciplinary

team with direct service staff to identify and meet the needs of the unit.

- 9. Needs to be creative in problem solving and diplomatic with groups, organizations and the public where it is important to maintain good will.
- 10. A team leader and mentor possessing highly developed negotiation and conflict resolution skills.
- 11. Must possess excellent interpersonal skills with an emphasis on customer service in a diverse community. Strong public relations skills and the ability to interact and communicate effectively at all organizational levels.
- 12. Standard First Aid with CPR-C certification.
- 13. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
- 14. Flexible availability with evening, weekend and holiday work may be required.

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
