

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(ENERGY, FLEET & FACILITIES DIVISION – FACILITIES & CAPITAL PROGRAMS SECTION - LOCATION – 77 JAMES ST. N., SUITE 400)

MANAGER OF SPORTS & ENTERTAINMENT FACILITIES

SUMMARY OF DUTIES

Reporting to the Director, Energy, Fleet and Facilities, responsible for managing the delivery of efficient and effective operations and maintenance for capital infrastructure and services focusing primarily on the Golf Courses, Stadium (includes King's Forest, Chedoke Golf Courses and Tim Hortons Field). Central Utilities Plant and Ancillary Facilities which include :(Hamilton Place, Convention Centre: First Ontario Centre; Central Library; Farmers Market; Ontario Government Building & Art Gallery)

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.

GENERAL DUTIES

Manages and oversees the efficient delivery of in-house and contracted services to all golf courses, stadium, Central Utilities, the future of the POA Courthouse and the contract management for the delivery of utilities to the Art Gallery, the Ontario Government Building and the former HECFI Facilities (Hamilton Convention Centre – Carmen's Group); First Ontario Centre, Hamilton Place (Global Spectrum); through the development of service level agreements tailored to meet the needs of the client while maintaining program integrity.

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

Develops, implements and manages policies, standards and guidelines for golf courses, stadium, and CUP Utilities 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 system modification projects; negotiates and prepares contracts with outside consultants including mechanical and electrical design engineers, and maintenance contractors. Reviews plans and specifications for major engineering and construction projects associated with community facilities; provides technical consultation on specific facility issues as required.

Manage and oversee the efficient delivery of all aspects of in-house and contract building maintenance.

Coordinate technical staff and tradesman to respond to requests from other Divisions/Departments for specialized or technical skills assistance related to the various Building components.

Inspect buildings & facilities. Provide written recommendations prior to purchase by the Corporation.

Develops Preventative Maintenance Programs, Capital Replacement Programs and any relative programs as it relates to golf courses and stadium operations.

Establishes performance indicators and best practices for the management and maintenance of golf courses and stadium facilities.

Researches and prepares work procedures incorporating technological change to improve operational and building performance.

Recommends, implements and manages 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.

Maintains confidentiality with sensitive corporate matters as required.

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. Recommend and develop new work procedures and technological change to improve work efficiencies.

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 golf courses and stadium operations work. Recommends suppliers and contractors and administers and monitors performance.

Represents management on various committees as required.

Develops and maintains maintenance management information systems.

Oversee and direct the programming/scheduling and marketing components of Tim Hortons Field

Stadium requirements are to ensure the maximum revenue generation

Promote the stadium by liaising with Sport & Recreation Community as well as local, Provincial and National Sports organizations

Negotiate and provide oversight into all stadium agreements and contracts between the Hamilton Tiger Cats and the Community User Groups

Policy & Guidance of Emergency Evacuations (fire, weather, criminal, structural and electrical)

Secure the Building Facilities for the Process of protection, mitigation, response, and recovery

Develop and co-ordinate all services, including details of tournament requirements, golf shop services, food and

beverage operation.

Establish controls to maintain inventory of golf supplies and food and beverage stock and to set guidelines and policies specific to the golf courses and stadium programs.

Develop system wide policy and procedures for Golf Courses including Turf Maintenance, Tournament play, Golf Cart Operation and Volunteer Participation. Proactive marketing of services responsive to community needs. Develop marketing and communication plans to increase community awareness and participation, increase facility usage and secure revenues from golf course and clubhouse sources.

Provide technical knowledge on equipment and routine maintenance on a board range of specialized golf course equipment.

Keep abreast of innovations and improvements within the golf turf and stadium industries.

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

Responds to emergency situations as required, investigate accidents, claims, dangerous conditions and complaints that involve City employees, personal injury accidents and public/private property damage.

Acts as a stand in Director on a rotating basis with other members of the Divisional 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/Diploma in Facility Management and/or Stadium & Golf Management or equivalent combination of related qualifications and work experience with management experience working in a unionized environment.
2. Demonstrated knowledge and extensive experience in a range of core functions of the recreation portfolio, including recreation administration and program management, facility management, and building community capacity.
3. Previous horticulture or experience in hotel and food administration normally acquired through University
4. Degree or Community College Diploma in Business Administration, Recreation Studies or Horticulture and Relevant work experience.
5. Progressive experience in the management of a golf facility including course maintenance upkeep, club house Administration, Pro Shop and Food and Beverage operations.
6. Proven advanced technical skills and ability in golf and understanding the requirements of the game.

7. Understanding of sports events coordination.
8. Knowledge of stadium security and crowd control.
9. Excellent research, planning, report writing, marketing, financial, administration, revenue generating, supervisory, project management, communication and facilitation skills.
10. 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.
11. Strong interpersonal skills including an ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations and voluntary groups; ability to liaise effectively with the public and elected officials.
12. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
13. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
14. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
15. Extensive knowledge of engineering and asset management theories, practices and trends to manage large contracts and projects, including reviewing, approving and implementing work plans and project budgets.
16. Considerable practical knowledge of building operation and maintenance management systems procedures or a Facility Management Program or an equivalent combination of education and relevant work experience.
17. 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
 - 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*
18. Eligible for membership in the Royal Canadian Golf Association, Ontario Golf Association, Canadian

Professional Golf Association, Canadian Golf Course Superintendent Association, Class A Golf Course Superintendent of Ontario.

19. Land Exterminators Licence Class 1 and 3. Knowledge of construction and golf course maintenance.
20. Accreditation through the IPM Council of Canada, Legislated through the Ministry of the Environment and Bill 164 through the Federal Government. Golf Courses must be accredited to spray fungicides and insecticides
21. Must possess a Class "G" Driver's Licence valid in the Province of Ontario.
22. 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.