



The Corporation of the Town of Lakeshore

Job Description

Position: Manager of Recreation and Leisure

Salary: Grade 8, Non Union

Reports to: Director of Community and Development Services

Purpose of Position:

Reporting to the Director of Community and Development Services, the Manager of Recreation and Leisure will be responsible for providing administrative leadership to the recreation division which includes all aspects of the recreation, culture, aquatic and leisure services and events for the Town of Lakeshore, recognizing and responding to the diverse needs of the community including youth and seniors and developing and promoting accessible, active, healthy, inclusive recreation and leisure programs. This position is also responsible for the day to day operations of the recreation facility, the Atlas Tube Centre, and the Belle River Marina.

Qualifications:

- Must have a University degree in Human Kinetics, Recreation Management, Sports Management or Business Management or the equivalent in education and experience.
- 5 - 10 years of experience in a recreation environment in a municipal supervisory capacity or related experience.
- Must have experience developing recreation programs and building positive relationships with community stakeholders.
- Experience in supervising in a unionized environment.
- Valid Ontario "G" driver's license.
- Ontario Recreation Facilities Association (ORFA) Professional designation would be an asset.

Knowledge:

- Business acumen and political savvy with an understanding of the importance of community diversity.
- Ability to communicate on varying levels and to perform successfully in a complex growing environment.
- Demonstrated management, administrative and public relations skills to plan, supervise and co-ordinate departmental activities and to provide effective leadership in a high profile Municipal position.
- Active involvement and participation in Council presentations, meetings, committees, open houses, community groups and recreation boards.
- Strong organization, problem solving, decision making skills, and oral and written communication skills.
- Negotiate and work with community stakeholders and community groups for delivery of customer service.
- Must have demonstrated knowledge of Microsoft Office products.

- Must have demonstrated knowledge of applicable legislation and regulatory standards including but not limited to Occupational Health & Safety Act, Public Health regulations, etc.
- Knowledge of ActiveNet would be an asset.

Major Responsibilities:

- Ensure the highest level of customer service to manage the delivery, operation and administration of all recreation and leisure activities of the Town of Lakeshore including all community centres, recreation operations and marina activities.
- Liaise with Council, staff, community stakeholders, user groups, adjoining communities and the general public as necessary to coordinate the sharing of information to ensure the effective delivery of recreation and leisure services and to develop and maintain service partnerships.
- Prepare tenders, requests for quotations, agreements with user groups etc. and work with program instructors in the delivery of recreation services and leisure activities.
- Conduct surveys with residents, user groups and community stakeholders to seek input, feedback and interest in various programs and to actively seek out and explore new trends and opportunities in all areas of community recreation to facilitate continuous quality improvement and manage change.
- Liaise with commercial and private sector stakeholders to seek financial sponsorships and the naming rights for facilities.
- Coordinate with Supervisors on the scheduling and maintaining of programs and operations of the Atlas Tube Centre and marina.
- Ensure the safety, maintenance and management of all equipment, including computers and office equipment related to the operation of recreation and leisure activities.
- Ensure facilities are maintained, including cleanliness and preventative maintenance schedules.
- Assist in the market development relative to sports tourism, marina tourism, and other recreation tourism opportunities.
- Develop business plans for new and emerging recreation opportunities.
- Develop changing recreation programs to meet the market demands.
- Liaise with Town staff, particularly the Manager of Public Works, to determine the development of park land and facilities.
- Other duties as assigned

Decision Making and Judgement:

- Work is performed under the general direction of the Director of Community and Development Services. Access is available to Municipal policies and procedures, by-laws and regulations as well as other Directors for advice and guidance in the performance of duties.
- Develop and implement the delivery of service level standards as directed by Council.
- Establish priorities of work schedules and identifying the most appropriate resources for the effective management of all recreation and leisure activities, programs and service delivery.
- Provide recommendations for the preparation of operating and capital budgets

and regular review of variances and expenditure reporting.

- Develop new standard operating procedures and/or review and update current standard operating procedures for recreation operations.

Human Resources:

- Directly supervises Supervisor of Site Services ATC, Supervisor of Aquatics, and the Supervisor of Recreation Programs.
- Indirectly oversees Recreation Coordinator, Recreation Facility Clerks, Customer Service Representatives, Marina staff, part time recreation staff, aquatic staff and facility attendants.
- To encourage, promote and support professional and employee development through training, education, coaching and mentoring including all areas related to requirements under the Occupational Health and Safety Act and associated legislation, accessibility standards and all federal and provincial legislation and Town of Lakeshore policies and procedures.
- Assist in establishing goals and objectives for the department.
- Plan, prioritize and assign work
- Accountable for health and safety responsibilities of staff; must ensure compliance with OHSA as well as Town of Lakeshore's Health and Safety policies and procedures including WHMIS
- Assist in recruitment, training, setting objectives, vacation scheduling, lieu and flex time approval, etc.
- Complete performance evaluations of staff and monitor attendance.
- Identify and assist in addressing the professional needs of staff

Financial Management:

- In conjunction with the Director, develops and monitors the sectional budget making recommendations regarding the operational budget, workloads, employee resources and capital purchases. The budget is approximately \$4,500,000 annually.
- Prepares and administers grant funding applications.
- Approves expenditures in accordance with approved budgetary guidelines. Expenditures beyond established budget limit must be approved by the CAO and Council.
- Monitors financial variances as part of the monthly or quarterly review; monitor and control budgets in conjunction with finance staff.

Interpersonal Skills:

Excellent interpersonal skills to lead public service delivery in the Recreation and Leisure division of Community and Development Services. Must have proven ability to establish and maintain effective working relationships with a diverse group of stakeholders and must be able to effectively manage multiple projects concurrently.

Internal:

- With the Director to receive administrative policy direction, guidance and interpretation of Council policy.
- With Council to provide policy, information, updates and recommendations in

- the delivery of Recreation and Leisure services and strategic planning.
- With the Director of Finance regarding budgetary control matters.
- With other Town Directors and other staff members where duties and responsibilities mutually affect each of the parties including conflict resolution.
- With the Manager of Public works (on a daily basis to collaborate program delivery).

External

- Direct public contact to develop, promote and deliver Recreation and Leisure services including conflict resolution.
- With Provincial Ministries to discuss funding and/or grant opportunities.
- With community organizations regarding resources and services.
- With associates in other Municipalities to exchange information on related services.
- With commercial and private sector stakeholders in an effort to seek support for sustaining, developing and promoting recreation and community development of parks within the Municipality.

Working Conditions:

Environment

- Works within an office environment.
- May include bending, stooping, and walking on uneven or slippery surfaces
- Fine motor skills required to operate computer and office equipment.
- Some travel may be required.

Control over Work Schedule

- 35 hours per week; may be required to work evenings and weekends.
- May be required to attend Council and Committee meetings.
- Work is subject to deadlines and may be required to work overtime to handle workload.
- Lieu time is capped at 35 hours per year

Qualified applicants interested in the position must apply online at <https://careers.lakeshore.ca> no later than 12:00 pm on Monday, October 28, 2019. The salary is \$97,000 to \$113,500 annually (2019 rates) with competitive benefits and pension.

Personal information is collected under the authority of the Municipal freedom of Information and Protection of Privacy Act and will only be used for the purpose of determining eligibility for this competition. The Town of Lakeshore is an equal opportunity employer. Accommodations under the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) will be provided upon request.