



RECREATION SUPERVISOR, BUSINESS SERVICES

JD#: M66

Job Number: J0324-0817

Job Title: Recreation Supervisor, Business Services

Department:
Recreation Services Department

Job Type: Permanent Full Time

Job Category: Management

Number Of Positions: 1

Salary: \$108,600.00 - \$129,283.00/Year

Hours of work: 35

Schedule: Monday-Friday

Union: Non-union

Vaughan is one of Canada's fastest-growing cities. Its emerging downtown, the Vaughan Metropolitan Centre; Canada's first smart hospital, the Cortellucci Vaughan Hospital; and the 900-acre North Maple Regional Park continue to generate momentum and excitement. Be part of something amazing and build your career at the City of Vaughan!

The City is an equal-opportunity employer and a forward-looking municipality that is committed to fostering a dynamic workplace that is diverse, inclusive and welcoming. As an award-winning organization for its employment and diversity and inclusivity practices, the City is focused on providing its employees with a thriving professional environment that leverages flexible work arrangements, a family-focused benefits package emphasizing work-life balance, learning and growth opportunities, and a place where collaboration and teamwork are valued.

Excellence demands brilliant personalities, visionary thinking and a passion for public service. Vaughan is your place to grow.

Position Overview

Reporting to the Recreation Manager, Business Planning and Creative Services, the Supervisor is responsible for supervising, organizing and coordinating the daily operations of the Business Services Division. The Supervisor provides strategic and business direction to the department that is focused on increasing operational performance, maximizing service delivery options, and ensuring financial sustainability. The Supervisor oversees the development and implementation of the department-wide operating and capital budgets/forecasts, business and strategic plans, user fees, and quality assessments and assurance protocols. Leads the departmental procurement function, including developing and managing contracts, and ensures compliance. Oversees the general accounting and financial controls function for the department and ensures compliance. Reviews service delivery levels, standards, and processes, and promotes a business approach to all departmental operating units.

Responsibilities

- Oversees the development, administration and ongoing monitoring/reporting of the department's annual operating budgets/forecasts, capital plan, user fees, strategic business plans and OKRs as aligned with the Term of Council Service Excellence Strategic Plan.
- Leads the development of the department's key performance indicators and prepares dashboards and reports on performance with quality, accuracy, consistency and timeliness to help support evidence-based decision making.
- Reviews, presents key findings and makes recommendations from financial information, market research, demographics, program statistics and trend analysis, and develops customized reports and other analytical tools to assess the current and future business direction of the department.
- Conducts operational assessments/reviews for all service areas of the department including financial analysis, market research, development of benchmarks and performance measures; determines key performance indicators to measure effectiveness and efficiencies of service delivery methods and designs processes to track those indicators; prepares statistical reports related to performance standards and indicators for planning and reporting purposes.
- Develops and administers a quality assurance framework and the implementation of standard procedures to ensure quality performance indicators meet desired targets and maximize user satisfaction; works with service areas to address systemic quality and satisfaction issues.
- Oversees the general accounting and financial controls function for the department; conducts audits and monitors compliance to corporate financial policies and procedures; oversees funds management, investigates irregularities and liaises with the Finance department on all finance related activities.

- Leads the procurement function for the department, develops and oversees the department's Annual Procurement Plan and ensures compliance to corporate procurement policies and procedures; develops strategies for effective contract and vendor management.

Qualifications and Experience

- Four (4) year University Degree in Business Administration or suitable equivalent.
- Minimum five (5) years related experience in strategic and business planning and budget management in a municipal environment, and three (3) years supervisory experience preferably in a municipal environment.
- Ability to adapt to change and to existing initiatives to meet the needs of the departmental and corporate goals, objectives and initiatives.
- Demonstrated knowledge and proficiency in a range of core functions and operational processes of the division.
- Ability to analyze issues and problems, evaluate alternative solutions and develop sound conclusions, recommendations and courses of action.
- Ability to execute decisions and deliver results that are aligned with department goals and objectives.
- Knowledge of and demonstrated ability in strategic planning, change management design, process and implementation strategies to optimize quality and cost-effectiveness of delivery of business areas.
- Proven ability to manage conflict, effectively problem solve, be capable of working under stressful conditions as well as possess organizational and analytical skills and abilities.
- Ability to plan, organize, prioritize and balance multiple responsibilities, shifting priorities, regular workflow interruptions while maintaining a positive attitude.
- Demonstrated ability to lead, coach and build cohesive and motivated teams; promote collaboration, team processes, learning and development opportunities for staff.
- Excellent analytical, problem solving, interpersonal, communication and negotiation/mediation skills.
- Demonstrated knowledge of financial operating and capital budgets and business planning processes.
- Knowledge and proficiency in Windows environment using Microsoft Office Suite.
- Superior abilities in Excel and above average abilities in other Microsoft Office applications.
- Solid knowledge of financial operations, budget preparation and financial reporting.
- Knowledge of and demonstrated ability in the City's core and leadership competencies and relevant functional competencies.
- Ability to conduct oneself in a manner bestowing tact and diplomacy in a political environment, and when dealing with sensitive/confidential or controversial topics.
- Performs other related tasks and projects, as assigned, which are in accordance with job responsibilities or necessary departmental or corporate objectives.
- A valid Ontario 'G' driver's license, in good standing, with access to a reliable vehicle for corporate use.
- Ability to work outside normal business hours, as required.

We thank all applicants for their interest; however, only those selected for an interview will be contacted. Please be advised, the City of Vaughan uses email to communicate with applicants for open job competitions.

The City of Vaughan is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The City of Vaughan is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.