



... a great place to live, work & play

One of the sunniest regions in BC's Lower Mainland, Delta embraces three unique communities - Ladner, North Delta and Tsawwassen. The City of Delta is looking for dedicated individuals to join our team and share in our commitment to lead the way in public service excellence.

Assistant Manager, Customer Service

The City of Delta is seeking a driven and collaborative Assistant Manager, Customer Service, to play a pivotal role in enhancing customer service operations across all recreation facilities. Reporting to the Recreation Services Manager – Business Services, the Assistant Manager will oversee and provide leadership for Customer Service offices at all City Recreation Facilities. This role includes recruitment, training, development, and succession planning of customer service staff, as well as maintaining consistent service delivery standards. The Assistant Manager will support the Manager in performance management and labor relations while overseeing staff performance, providing mentorship, and facilitating professional development opportunities to ensure a motivated workforce.

A key aspect of this position is contributing to the long-term strategic planning for the Customer Service division within the Parks, Recreation, and Culture Department. This will involve participating in the development and implementation of annual work plans and ensuring that all goals and objectives align with the City's broader initiatives. Additionally, they will participate in budget preparation and financial monitoring, ensuring resources are used effectively. This position also involves developing and updating policies and procedures to ensure smooth operations and the health and safety of both staff and patrons. Strong leadership abilities, and excellent organizational skills are essential to this role.

As a key contact for customer service inquiries and complaints, the Assistant Manager will ensure timely and effective issue resolution. Strong leadership, initiative, and organizational skills are required to maintain high service standards while supporting the goals of the Parks, Recreation, and Culture Department. Additionally, they will prepare reports, memos, and documentation that support the division's objectives and assist the Manager in planning and decision-making.

Required Knowledge, Skills and Abilities

- Knowledge of best practices and application of hiring, recruitment and training methodologies
- Ability to provide leadership and direct supervision to supervisors and support staff in annual performance reviews, training and development, mentorship, coaching while ensuring alignment with the department and area strategic plans
- Experience supervising staff in a unionized environment, and responding to, resolving and actively participating in Human Resources and labour relations issues
- Ability to prepare accurate written correspondence, reports, memos and presentations that may include public and senior management
- Ability to establish and maintain effective working relationships, and to deal effectively and courteously with staff, the public, schools and user groups
- Ability to identify problems or issues and develop effective solutions, resolve complex problems, and gain cooperation among interested groups
- Ability to analyze and monitor operating budgets using PeopleSoft and to allocate resources accurately
- Strong computer skills including proficiency with Microsoft Word, Excel and Outlook along with experience using Xplor Recreation
- Strong interpersonal and communication skills

Desirable Training and Experience

- University Degree in a relevant field such as Recreation Management, Business or Public Administration
- Experience with Xplor Recreation software considered an asset

Required Qualifications

- Minimum of 5 years of progressive supervisory experience, preferably in a unionized environment
- Proficiency in budget management and financial oversight
- Valid Class 5 BC Driver's Licence.

This position may require evening and weekend work.

The City of Delta provides a competitive salary of \$99,050 - \$118,118 (commensurate with experience); and an excellent benefits package including Municipal Pension Plan as well as an earned-days-off system. Interested applicants are requested to apply online at www.delta.ca/employment, to competition #24-246 EX by **October 31, 2024**.

At the City of Delta, we are committed to recruiting and retaining a diverse workforce that is representative of our community, providing equal opportunity and fostering an inclusive workplace where our individual differences are recognized, valued and celebrated.

We thank all applicants for their interest; only those under consideration will be contacted.

Copies of relevant professional certificates, degrees, or tickets must be submitted with your application.

Preferred candidates will be required to submit a Police Information Check