

GENERAL MANAGER, RECREATION SERVICES **Administration & Facility Operations**

Competition #: JR-2025-57
Closing Date: April 6, 2025
Annual Salary: \$125,778.45 – 147,974.64

About Vernon:

Welcome to Vernon and the sunny North Okanagan, where our casual lifestyle matched with spectacular outdoor recreation opportunities has led Vernon to become one of the most diversified communities in BC. The community is surrounded by three lakes; Okanagan, Kalamalka and Swan in British Columbia's Okanagan Valley, one of the most desirable regions in Canada in which to live. The community is located approximately 4 1/2 hours by car from Vancouver and the Pacific Ocean, and 3 hours north of the US border at Washington State.

Vernon is the hub of the North Okanagan and has a population of over 45,000. Vernon provides an exceptional quality of life with a mix of urban amenities, world class resorts, amazing recreational opportunities all situated in a natural setting. Vernon is a great place to live, work, visit or invest. Just ask anyone who lives in the region or visit our [Tourism Vernon webpage](#).

About the Position:

This is an exciting opportunity for an experienced local government leader to join the growing City of Vernon. Reporting to the Director, Recreation Services, this newly created role is responsible for overseeing the strategic direction, operational efficiency, and overall management of recreational facilities and administration. This role involves leading a team to provide high-quality recreational services, ensuring safety and compliance, and fostering community engagement. By aligning strategic goals with a customer service approach, this role will harmonize two front facing functions to contribute to the mission of Recreation Services, *"through recreation we improve quality of life"*.

About the Benefits:

The City of Vernon offers a comprehensive benefits package designed to support your well-being and work-life balance. This includes an extensive medical benefits package, sick and vacation leave, allowing you to take the time you need to rest and recharge.

If you're relocating to join our team, we'll provide assistance with relocation costs to make your transition as smooth as possible. Additionally, we offer a compressed work week program, giving you the flexibility to balance your professional and personal life more effectively. To support professional activities, we offer a monthly car allowance and a city cell phone to stay connected and efficient in your role.

Responsibilities:

- Oversees the management, operation and delivery of services for Recreation Administration including customer service, facility bookings, and special events.
- Oversees the management, operation, and delivery of services for Facility Operations including arenas, community spaces, building systems, and grounds.
- Develops and monitors the attainment of the Department's goals and objectives to support the Corporate (Council) Strategic Plan. Ensures Council's goals and objectives related to the Department are accomplished.
- Develops and maintains a strong team through the use of coaching, mentorship, performance leadership planning, and other progressive development tools and techniques.
- Oversees and manages recreational services budgets, making recommendations to the Director, Recreation Services and is accountable for financial results within budget allocations.
- Attends meetings of Council, Council committees, regional governance committees and other bodies, as required, as well as public hearings and other public meetings, as a resource and/or representative and/or staff liaison of the City.
- Responsible for direct reports performance leadership plans, along with reviews annual training and staff development plans developed by the Recreation Administration and Facility Operations departments.
- Develops and maintains succession plans for the department to ensure staff development, placement opportunities, and continuity and recommends to Director, Recreation Services.
- Oversees a comprehensive work plan to ensure that risk management inspections are completed and problems addressed as they relate to the department.
- Oversees an effective departmental safety program, which adheres to all WorkSafe regulations, including safety rules and procedures, safety orientation and training, identification/correction of workplace hazards, accident/incident investigation, and regular meetings.



- Provides leadership in delivering excellent customer service to members of the public, City of Vernon staff, external stakeholders, contractors and the business community.
- Ensures compliance with Work Safe BC legislation and corporate Occupational Health and Safety policies and procedures.
- Ensures risk management and liability exposures are addressed and monitored.
- Assists the Director during periods of increased workload and/or special projects.
- Performs other duties as required.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Bachelor's degree in Recreation Management, Sports Administration, Business Management or related.
- Minimum of five (5) years of senior experience related to recreation facility management, or facility operations, within a municipal setting.
- Minimum four (4) years of progressively responsible management experience.
- Demonstrated experience providing both operational and budget analysis to various internal and external stakeholders.
- Experience in Recreation administration, special events, and financial management.
- Valid BC Drivers' License Class 5.
- An equivalent combination of related education and experience may be considered

Required Knowledge, Skills and Abilities:

- Demonstrated ability to lead and manage multi-disciplinary teams.
- Strong customer service orientation.
- Ability to communicate effectively with all levels of the organization, external stakeholders and the public.
- Demonstrated ability with capital and operating budget preparation, management and presentation (short and long term).
- Extensive knowledge of safety regulations and facility maintenance standards as they relate to recreation facilities and arenas.
- Knowledge of Provincial legislation regarding the operations of arenas, swimming pools, and other recreation
- Demonstrated ability in identification and preventative measures of risks and hazards associated with recreation programming and facilities.



- Proficiency in the use of general office equipment and software including strong PC/technology skills and aptitude
- Proven project management abilities in managing major maintenance and capital projects from conception to completion.
- Ability to manage organizational changes, anticipate future events and determine service delivery alternatives to ensure an efficient use of resources
- Excellent ability to resolve conflict and to lead problem solving in an inclusive positive manner with the ability to articulate own goals and those of others
- Strong written communication and presentation skills.
- Strong interpersonal skills with a track record in developing and leading results-oriented teams.
- Ability to exercise independent judgement in problem solving.
- Ability to obtain and maintain an acceptable Police Information Check with the Vulnerable Sector.

To Apply:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using one of the following methods:

- Online at vernon.ca by selecting “apply” and creating a candidate profile.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted.

