



**RECREATION AND FACILITIES BUSINESS SERVICES COORDINATOR  
Permanent Full-Time (35 Hours per week)**

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**Why Choose Loyalist for Your Next Great Career Opportunity?** Loyalist Township is committed to developing employees who are passionate about making a difference. We support employees to grow their strengths, and together we will reach our collective full potential as an employer of choice. We offer excellent pay and benefits including a defined benefit pension plan, OMERS. Service to our community, and to each other is what we do.

Loyalist Township is a growing community of over 18,000 residents situated on the north shore of Lake Ontario between the Town of Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with a number of smaller hamlets throughout, including its very own island community, accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts an amazing downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.

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**Annual salary:** \$72,949- \$85,340

**How to Apply:** Interested applicants are invited to apply online through our [Careers](#) website by 11:59 p.m. on Sunday, March 30, 2025.

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**POSITION SUMMARY:**

This role is an integral part of service delivery for residents and visitors of Loyalist Township including contribution to the achievement of the Strategic Plan and the Parks and Recreation Masterplan.

Reporting to the Manager, Recreation and Facilities, the Coordinator will provide guidance and leadership to the Recreation and Facilities Business Services unit responsible for ensuring overall customer service, finance, technology and administrative functions.

This role works collaboratively with colleagues for the successful delivery of programs and rentals at Township parks and facilities including the successful delivery of both community and Township led programs and events. The Coordinator ensures an exceptional level of service is provided to all customers and the community.

The delivery of these services plays a key role in building a strong community as part of the Corporate Strategic Plan by strengthening and promoting quality of life, health and wellbeing.

## **RESPONSIBILITIES**

### **FACILITY USAGE & CUSTOMER SERVICE EXCELLENCE**

- Responsible for maintaining a customer service-focused work environment by overseeing the timely and efficient processing of customer inquiries and transactions, ensuring the delivery of excellent service at all times.
- In accordance with approved policies, oversee the implementation of a sales strategy to ensure the maximization of facility usage and the coordination of bookings and associated rental agreements for Township parks and facilities. Ensure signed and complete rental agreements for bookings are maintained including the collection of association fees.
- Manages escalated customer service issues. Minimizes risk by investigating and recommending resolution to management on sensitive, contentious, public impacting or political matters.
- Responsible for ensuring effective lease management (Township space), serving as a key resource for the division throughout the procurement process.
- Collaborate with division colleagues to ensure that all the information available to staff is relevant and current for all front-line customer service staff who are the first point of contact for customers.
- Maintain regular communication with the Supervisor of Recreation and Leisure, the Supervisor of Parks and Facilities, or their designates, regarding the operations of parks and facilities, including the delivery of scheduled rentals and programming to ensure seamless coordination and efficient service delivery.

### **CONTINUOUS IMPROVEMENT**

- Stay current with industry trends. Identify and develop continuous improvement opportunities for the customer and business services unit to complement and enhance service delivery.
- Overall responsibility, including the development and implementation of procedures and processes, for the operation of customer and business services for the Recreation and Facilities Division, ensuring that internal and external customers receive exceptional service.

### **PARTNERSHIPS**

- Co-ordinate with community and customer groups using Township facilities to ensure event success including effective and timely internal communications.
- Establish and maintain a positive working relationship with all Township community and customer groups.

### **STAFF MANAGEMENT**

- Leads and motivates a respectful work environment that embraces innovation, change, and reflects the Township's policies, procedures, and values.
- Frequently engage in two-way communication with staff regarding divisional and corporate plans, priorities, and objectives, linking them to the Strategic Plan and other associated plans and studies, ensuring staff understand how they make a difference for the Township.
- Responsible for the day-to-day operation including training, planning, scheduling, work distribution and performance management. This includes Human Resources administration, selection of full-time and part-time staff, and through employee relations, addressing complaints and collaborating with Human Resources on problem-solving.

- Support approved talent management processes, including the provision of performance reviews and the development and implementation of individual training and development programs.

**MARKETING, COMMUNICATIONS & PUBLIC RELATIONS**

- With Corporate Communications:
  - Develop, coordinate, and implement an annual marketing strategy for the promotion of Township Facilities and provide public information by utilizing all local media including maintaining the associated pages of the Loyalist Township website within corporate guidelines.
  - Promote and market the use of all Township parks and facilities to maximize revenues and usage.

**BUSINESS PLANNING & FINANCIAL MANAGEMENT**

- Coordinate the development, implementation and monitoring of facility rental budgets and provide revenue / expense projections and cost benefit analysis to the Manager, Recreation and Facilities.
- Participate in division strategic planning.
- Responsible for overall administration of facility bookings ensuring accounts receivable remain current and follow-up on delinquent accounts.
- Key Operator responsible for the overall management of the identified Recreation Management Database.
- Responsible for file administration ensuring corporate records management procedures are adhered to while safeguarding confidential information.
- Research grant opportunities, complete grant applications as directed, and work with funding agencies on grant programs.

**HEALTH & SAFETY**

- Follows all guidelines for employees and employers as legislated under the *Ontario Occupational Health and Safety Act*, protecting own health and safety and the safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety.
- Ensures that all applicable safety and job-related training is provided to all division staff to meet legislated and legal requirements, and to allow all job functions to be carried out safely and effectively while remaining current with legislation, industry standards and best practices as well as demonstrate a commitment to continuous learning.
- Responsible for implementing risk management principles for patrons, volunteers, and staff.

Other duties as assigned.

\*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

**MINIMUM QUALIFICATIONS:**

**Education**

- Two (2) year college diploma in Business Administration, Public Administration, Recreation Studies or related field of study.

## **Experience**

- Three (3) years' experience in administration and customer service in a recreation setting, in a municipal environment
- Experience in delivery and supervision of customer service.

## **Knowledge/Skill/Ability**

- Ability to fully engage and motivate; lead and retain a workforce of union and non-union employees through implementation of sound talent management practices; ability to build strong, effective teams and a positive, productive work environment.
- Computer proficiency in a variety of applications including Microsoft Office, web- and cloud-based software.
- Strong interpersonal skills with the ability to build trust and cooperation through active listening, and ability to deal with conflicting views with tact and diplomacy, and conflict resolution and de-escalation skills.
- Excellent verbal and written communication skills, including the ability to write reports, and maintain and communicate data and information.
- Customer service and public relations skills, the ability to be professional and courteous when interacting with staff and the public at role-model level.
- Proficient time management and record keeping skills and flexibility in adjusting changing priorities. The ability to adapt and effectively handle multiple demands and conflicting priorities.
- Remain current with legislation, industry standards and best practices as well as demonstrate a commitment to continuous learning.
- Good problem-solving and analytical skills with the ability to make sound and timely decisions under stressful conditions, including the ability to conduct quality research and analysis.
- Understanding of the dynamics of a political organization and the importance of confidentiality, while navigating politically sensitive solutions.
- Familiarity with principles and practices of public administration, including budgeting, purchasing, and the maintenance of public records.
- A working knowledge of risk assessment and management in a recreation setting

## **Other Requirements**

- Possess and maintain a valid Class 'G' driver's license, in good standing and reliable vehicle to use on corporate business.
- Obtain and maintain satisfactory vulnerable sector Criminal Record Check (CPIC).

***Note: Above duties are representative of a typical position and are not to be construed as all-inclusive.***

## **WORKING RELATIONSHIPS:**

### **Internal**

Daily communication with colleagues throughout the organization.

### **External**

Regular communication with Township residents, members of the public, and user groups.

**WORKING CONDITIONS:**

- Normal office environment working conditions apply.
- In response to operational needs work the occasional evening and weekend for meetings and to respond to issues evenings and weekends as they arise.
- May be seated for long periods (3-4 hours).
- Occasional lifting, carrying, and moving of items may occur.

**Note:** The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete description. Loyalist Township reserves the right to amend this position description at any time.

Loyalist Township values a diverse workforce and looks to attract and retain people who will work together to provide excellent service to our residents, visitors, business partners, and each other. If you are looking for a rewarding opportunity to work with a team of professionals dedicated to promoting the quality of life and prosperity of our community, come join us!

In accordance with the *Accessibility for Ontarians with Disabilities Act*, Loyalist Township is pleased to accommodate the individual needs of applicants with disabilities within the recruitment and selection process. Please contact the Human Resources team at [hr@loyalist.ca](mailto:hr@loyalist.ca) or 613-386-7351 ext. 149 if you require accommodation.