



Position Description MANAGER OF PARKS AND FACILITIES

Position Information

Position Title:	Manager of Parks and Facilities
Department:	Recreation and Facility Services
Reports To:	Director of Recreation and Facility Services
Hours of Work:	Monday to Friday office hours with occasional evenings/weekends, must be available on-call to address after hours facility related emergencies.
Date Completed:	April 1, 2022
Date Revised:	March 2025

Reason for Submission

New Position:	
Change in Responsibilities:	Provide additional leadership support to the Department of Recreation and Facility Services
Other (specify):	

Position Summary

The Manager of Parks and Facilities is responsible for providing leadership and long-term strategic direction for the Parks and Facilities Division in the Recreation and Facilities Department. Collaborating with the Director and Manager of Programs and Partnerships, the Manager oversees cost-effective financial and operational planning to meet the needs of the community and effectively manages all Township parks and facilities. The position collaborates with contractors and facility user groups to ensure a high level of customer satisfaction. The Manager provides leadership to the unionized parks and facility personnel and coordinates contracted services across all Township facilities, parks and maintained cemeteries.

Key Responsibilities

Parks and Facility Management

- Coordinate and oversee the overall day-to-day and maintenance operations of municipal facilities with division personnel or contracted services including interior/exterior maintenance, cleaning and janitorial services, painting, equipment/machine repair, plumbing, electrical work, renovation, arena refrigeration plant and pool filtration equipment work and season start-ups and shutdowns.
- Ensure operations of all parks and facilities meet applicable legislation and regulations and take necessary action to resolve non-compliance as appropriate.

- Provide subject matter expertise and strategic direction in terms of risk mitigation, health and safety issues, and legislated requirements pertaining to parks, facilities and maintained cemeteries.
- Where needed, develop and implement facility maintenance and equipment standards, service level standards, facility and user policies or procedures, and other similar guiding parameters for operations.
- Regularly review and evaluate Recreation Facility operations and service delivery methods/processes to streamline practices and foster excellent customer service.
- Coordinate, schedule, and monitor the work of suppliers, vendors, and contractors to ensure safety and compliance with terms and conditions outlined in contracts.
- Coordinate and work closely with various organizations and user groups in the delivery of services, facility maintenance and operations and resolve complaints professionally.
- Participate in the development and implementation of a preventative (life cycle) maintenance program for the Township's parks and facilities.
- Support the Director to develop departmental budgets, business plans, and development of reports/presentations to Council.
- Provide expertise and input to the Asset Management Program (AMP) and provide relevant data to the Finance Department to ensure assets are properly reflected in the AMP.
- Review and approve parks and facility related contracts and purchases according to policies and limits established by the Township's Procurement Policy.
- Coordinate the project management for capital projects, renovations and other projects related to parks and facilities.
- Oversee leases of Township owned facilities and act as primary contact for tenants of these facilities.

Key Performance Indicators:

- *Township parks and facilities are compliant with all applicable legislation.*
- *Monitor and improve community satisfaction through surveys, feedback, and service enhancements. Bring forward new programs and initiatives to improve service delivery.*
- *Timely and effectively respond to service requests, complaints, and maintenance issues with parks and facilities.*
- *Complete scheduled park and playground inspections on time and in line with safety standards.*
- *Prioritize preventive over reactive maintenance to improve efficiency and asset longevity.*
- *Keep parks and facility related asset data updated and included in municipal AMP.*

Leadership

- Demonstrate leadership through awareness and commitment towards the goals and objectives of the organization by leading the division and others positively and transparently.
- Deliver the performance management program by role modeling and providing frequent positive and constructive feedback to reporting staff, focusing on strengths and opportunities for development.

- Provide oversight and daily management of Facility Operators, part-time students and seasonal and students of the Parks and Facilities Division in accordance with Township Policies and terms of current Collective Agreement.
- Perform employee relations duties to address complaints, and work with union partners as needed to collaborate on problem-solving.
- Assist in the recruitment of staff for the Parks and Facilities Division.
- Promote a health and safety culture by regularly holding safety meetings, ensuring policies and practices are up-to-date and complied with, and ensuring a safe work environment.
- Provide backup support, as assigned, in the absence of the Director of Recreation and Facility Services and Manager of Community Programs and Partners.
- Attend Council meetings/senior management team meetings on invitation.

Key Performance Indicators:

- *Reporting staff follow health and safety regulations, complete training, and participate in safety meetings.*
- *Provide effective leadership, foster positive staff engagement, and promote a respectful and productive workplace culture.*

Functional Competencies and Skills

- Tactical/Operational Management Skills: Able to plan, implement, and oversee daily operations in alignment with organizational goals. Ensure that tactical decisions support strategic objectives and that resources (people, time, and budget) are used efficiently to achieve measurable outcomes.
- Good critical, analytical and problem-solving skills: Able to assess complex situations, interpret data, identify key issues, and develop effective, forward-thinking solutions.
- People management skills: Able to lead, support, and develop individuals and teams to achieve their full potential. This includes managing performance, fostering accountability, and providing mentorship to support professional growth of both unionized and non-union employees.
- Participation in cross-department staff working committees: Actively contributes to cross-departmental initiatives and working groups to promote organizational alignment, share knowledge, and support strategic goals.
- Communication/relationship building with other staff and community stakeholders (e.g. user/community groups, vendors): Able to build strong, respectful, and productive relationships with internal and external stakeholders. Demonstrate effective communication, collaboration, tact and professionalism to support organizational goals and community engagement.

Knowledge, Skills & Experience

Education	<ul style="list-style-type: none"> • Post-Secondary Degree/Diploma in Construction Engineering (Facilities), Building Environmental Systems, Architectural / Structural Engineering or a related field. • Certified Building Technician Certificate (CBT) is considered an asset.
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	<ul style="list-style-type: none"> • Certified Recreation Facilities Professional (CRFP) is considered an asset. • Facilities Management Professional (FMP) is considered an asset.
Experience & Knowledge	<ul style="list-style-type: none"> • Minimum of 5 years of progressive experience in parks operations, facility management, or municipal infrastructure, including at least 3 years in a supervisory or leadership role. • Demonstrated experience managing multi-site facilities, capital projects, and overseeing grounds and building maintenance programs. • Experience supervising in a unionized setting and knowledge of collective agreements is considered an asset. • Strong understanding of municipal policies, bylaws, and asset management practices related to parks and public facilities. • Knowledge of applicable legislation and standards, including the Occupational Health and Safety Act (OHSA), Accessibility for Ontarians with Disabilities Act (AODA), and CSA standards for playgrounds. • Working knowledge of building systems (HVAC, plumbing, electrical, etc.). • Ability to read, review and understand facility and construction documents, drawings and specifications.
Skills	<ul style="list-style-type: none"> • Strong leadership, supervisory, and team-building skills with the ability to manage multidisciplinary teams. • Excellent organizational, planning, and project management skills with attention to detail and deadlines. • Proficiency in using facility management systems, asset management software and Microsoft Office Suite. • Strong communication and interpersonal skills to liaise effectively with staff, contractors, senior management, Council, and the public. • Excellent time management skills and demonstrated ability to prioritize multiple projects and changing demands. • Ability to motivate and engage a workforce including union staff to create a strong, effective team and a positive, productive work environment.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

Approvals

Approved By: _____
Director

Approved By: _____
Chief Administrative Officer

Date: _____