

## DUTY MANAGER - ARTS PROGRAMS AND EVENTS

Position ID: J0925-0191

Job Title: DUTY MANAGER - ARTS PROGRAMS AND EVENTS

Job Type: Full Time

Department: Arts Programs and Events

Number Of Positions: 1

Min Salary: \$30.18/Hour

Max Salary: \$37.72/Hour

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together. We're proud to foster a workplace culture built on dedication, teamwork, and genuine care. Our commitment to creating a positive environment is reflected in our employee feedback from the 2025 Employee Engagement Survey, with 92.8% of employees saying they enjoy their work, and 92.6% feeling equipped with the resources they need to stay safe on the job.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

### The Opportunity:

Reporting to the Team Leader of Arts Programs and Events, this position will play a key role in developing customer rapport and ensuring delivery of an exceptional experience within our facilities.

Responsibilities include:

- Lead, role model and support all departments within Arts Programs and Events
- Foster team spirit and collaboration within the team
- Facilitate new employee orientation training and support site specific health and safety training
- Support staff with public and staff incident reporting and provide necessary follow-up as required
- Create a team dynamic that supports open dialogue, ownership, and employee well-being
- Solicit and respond to customer feedback and provide onsite connectivity with class registrants, rental users, guests, and tenants
- Assist front line staff with conflict resolution and monitoring of facility guidelines
- Collaborate to ensure a safe and welcoming facility by liaising with corporate security, Airdrie Alarm, RCMP, Municipal Enforcement and the Airdrie Public Library
- Ensure building readiness and support employee daily operations including cleanliness, facility set-ups and customer engagement

- Provide direct support to Facility Attendants, rental bookings, classes and camps, and large building events
- Support staff for emergency events and evacuations
- Recommend policy and procedure updates to ensure efficiency and safety of daily operations

#### **You Bring:**

- Relevant post-secondary education in business, recreation and or arts, communication, or other related area an asset
- Standard First Aid – Level C CPR and AED
- 3+ years of experience within a supervisory role
- Experience with Perfect Mind is an asset
- Experience with Workplace Health and Safety is considered an asset
- Strong communication skills, initiative to solve problems in a creative manner with strong conflict resolution skills and superior customer service
- A self-motivated starter with the ability to anticipate customer needs
- Demonstrated ability to handle a variety of complex projects/tasks with competing priorities in a result-based environment
- Ability to remain innovative and positive in times of imposed constraints and challenges

#### **We Offer:**

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical, and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

#### **Additional Information:**

This full time (40 hour per week) permanent position will support the building on evenings and weekends. Some flexibility will be permitted based on facility needs.

#### **Next Steps:**

Candidates are invited to apply online. We only accept resumes and additional application documents through our online recruitment system. In-person applications, email or other online forms will not be considered.

If you require an accommodation during any part of the application or hiring process, please contact us at [careers@airdrie.ca](mailto:careers@airdrie.ca) and we will work with you to meet your needs.

The City of Airdrie is committed to fostering a workplace culture where belonging, equity, accessibility, and diversity are deeply ingrained into all parts of the City, where employees feel they belong, are treated with respect, and where everyone can thrive and contribute to the City's success.

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.