

## MANAGER, RECREATION SERVICES

Position ID: J0925-0104

Job Title: MANAGER, RECREATION SERVICES

Job Type: Full Time

Department: Community Services

Number Of Positions: 1

Min Salary: \$74.72/Hour

Max Salary: \$93.40/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:

The Recreation Services Manager is accountable for the active living strategy of the City of Airdrie by overseeing the planning, execution, and evaluation of recreation programming, services and facilities. With a focus both on the day-to-day operations and long-term strategy, the Recreation Manager ensures programming and services best meet the broadest needs of Airdrie residents today while forecasting how amenities and programs should evolve based on changes in participation patterns tomorrow.

This position manages all elements of recreation operations through setting, monitoring and evaluating department goals and continuous improvement initiatives to meet current and future operational needs. This position oversees a number of active living departments, all facility rentals within Airdrie, collaborates with senior leadership across the organization, and provides facility oversight of Genesis Place, Ron Ebbesen Arena, Plainsmen Arena, and the planned SW Recreation Centre.

Primary areas of responsibility will be:

- Provide strong leadership to direct reports, provide coaching and mentoring through ongoing feedback and empowering employees to achieve outcomes; Encourage collaborative and inclusive relationships.
- Act as a people and culture leader, demonstrating and aligning decisions and behaviours with our mission,

corporate values, and culture.

- Scan and assess trends in the external and internal environment to guide the development of active living strategies for future programs and services.
- Lead translation of Council's vision into strategies to meet desired goals of service relative to spontaneous use, programming, and facility rentals across all indoor and outdoor recreation assets.
- Provide support to leaders and staff acting as a trusted advisor providing guidance on talent management, employee relations, and organizational effectiveness.
- Champion a culture of inclusivity across all recreation facilities and service types, whereby the services and programs offered are a reflection of the demographics, desires and needs expressed by Airdrie's citizens.
- Provide direction and oversight for facility operating and capital budgets; understanding potential risks and liabilities related to operations; knowledge of revenue sources and user fee models for public service facilities and service standards to deliver on approved strategic plans and within desired service delivery model.
- Operate facilities in a manner that is compliant with the legislated and recognized industry standards for public recreation facilities. Manage physical assets and equipment responsibility and proactively with established preventive and predictive maintenance strategies.
- Ensure the recreation staffing models are efficient and effective – balance between service outcomes, community impacts and operating cost.
- Lead negotiations with local and neighboring public jurisdictions (Rocky View County, Rocky View Schools, Francosud School Board, Calgary Catholic School Board, City of Calgary, etc.) to establish agreements for reciprocal use and cost allocation (capital/operating) agreements.
- Leads the long-term recreation facility development strategy; identifying what recreation amenities and facilities will be required to accommodate community needs as Airdrie's population grows.
- Is familiar with and complies with safety policies, guidelines, procedures and all relevant health and safety legislation as it relates to recreation operations.
- Develop business cases as needed to determine and inform decisions. Responsible for delivering presentations to and participating in various committees and Council.
- Develops and maintains strong, positive relationships with community lease partners, internal departments and the diverse grouping of community not-for-profit organizations and stakeholders and groups that use recreational facilities.
- Participate within the City's Incident Management Team (IMT) and respond/support emergencies in the community that require emergency social services.

#### **You Bring:**

- A degree in Business, Management, Recreation, Public Administration or a related field required.
- 10 years of related experience including at least five years of senior leadership experience.
- Standard First Aid & CPR required or must be obtained prior to starting employment.
- Basic Emergency Management and ICS 100 are considered assets.
- Proven track record in making strategic decisions and fostering the growth, development, and leadership of dynamic and inclusive teams.
- Proficient in report writing, preparing briefing notes, public speaking, and presenting reports to senior leadership, Council and Council Boards.
- Ability to facilitate complex conversations with community user groups and recreation stakeholders.
- Fluent understanding of key recreation guiding documents and frameworks including "Canada's Lets Get Moving" and "Long-Term Athlete Development Model".
- Experience with interpreting public policy and legislation.
- Proven project and change management experience.
- Comprehensive knowledge of recreation practices as they relate to service delivery, facility management, and

operational planning.

- Municipal government experience is an asset.
- Critical and strategic thinking skills with the ability to assess situations objectively, apply good reasoning, develop strategies, and make decisions.
- Excellent interpersonal skills with the ability to develop and maintain respectful and professional working relationships at all levels of the organization.
- Strong computer literacy and proficiency with Microsoft Office.
- Ability to exercise a significant amount of professional judgment and initiative when making recommendations and resolving problems that may be complex and sensitive in nature.
- Ability to effectively balance people needs with strategic and operational business priorities.
- Ability to operate confidentially and collaboratively at an executive level.
- Ability to mentor, coach, and support staff.
- Ability to operate in a proactive manner with a continuous improvement mindset.
- Ability to work effectively at strategic, tactical, and operational levels to achieve outcomes.

#### **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
- Pension plan
- Career development and tuition reimbursement
- Employee discounts, gym membership, 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 is a full time position (37.5 hours per week) and includes a comprehensive benefits and pension package.

Please provide a cover letter as a means of introducing yourself.

#### **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 and we will work with you to meet your needs.

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.

