

DISTRICT OF COLDSTREAM



OPPORTUNITY PROFILE

Community Facilities Manager

COMPETITION NO: 2025-15



The Community

Coldstream is a vibrant, family-friendly community in the beautiful North Okanagan. It is nestled in the Coldstream Valley, an area known for its agricultural activities, breathtaking views and endless outdoor and recreation amenities. The location allows for a quality lifestyle that is second to none - with quick and easy access to all necessary amenities.

With a stable population of over 11,700, it's the second largest municipality within the North Okanagan Regional District.

The Position

The District is seeking to fill the Community Facilities Manager position. The ideal candidate is a highly organized and customer-focused professional with strong leadership skills and experience in facility operations and event coordination. They excel at balancing administrative responsibilities with hands-on oversight, including supervising staff and contractors, maintaining safety and cleanliness standards, and fostering positive relationships with community groups. A background in budgeting, scheduling, and policy implementation is essential, along with the ability to adapt to dynamic priorities and contribute to the District's vision for accessible, well-managed community spaces.

Reporting to the Director of Infrastructure Services, the Community Facilities Manager ensures the smooth operation and vibrant use of District-owned facilities, including the Coldstream Community Hall. This position oversees facility bookings, leases, and rentals, while coordinating marketing, maintenance, and event programming to maximize community engagement. Acting as the primary liaison for facility users, the manager ensures compliance with District policies and procedures, manages budgets and financial tracking for bookings, and supports long-term planning for facility improvements and usage.



KEY COMPETENCIES & SUCCESS FACTORS

Leadership

Demonstrates strong leadership by effectively supervising and motivating staff and casual employees. Success in this role requires fostering a positive, collaborative work environment, delegating tasks appropriately, and ensuring accountability for performance and safety standards.

Administration

Proven administrative skills to manage facility bookings, financial tracking, and compliance with District policies. The ability to prepare budgets, maintain accurate records, and produce detailed reports is critical, along with strong organizational skills to handle multiple priorities and deadlines.

Visionary

Strategic mindset to long-term planning for facility usage and community engagement. They should identify opportunities for program development, facility improvements, and innovative service delivery, ensuring operations align with the District's goals for accessibility and community well-being.

Communication

Clear and professional communication when interacting with the public, staff, and external parties. The manager must resolve conflicts effectively, respond to inquiries promptly, and promote District facilities through marketing and outreach. Building strong relationships internally and externally is key to seamless coordination and successful events.



Primary Duties & Responsibilities

- Coordinate and manage the booking and scheduling of the Coldstream Community Hall following District guidelines, policies and procedures.
- Serve as the primary contact for leases and rentals of other District owned facilities.
- Coordinate and manage the rental group liability insurance program and, if necessary, the SOCAN annual contract.
- Receive and respond verbally, and in writing, to questions, inquiries and requests related to District facilities.
- Responsible for tracking, reconciling and processing facilities booking and registration payments.
- Work collaboratively with the Director of Financial Administration, or designate, in relations to fees and charges for District facilities.
- Work collaboratively with public works personnel, in relation to bookings and special events within District facilities and parks.
- Develop and amend written work procedures for the duties and functions of District bookings.
- Assists in the preparation of annual operating budget including minor and capital request submissions.
- Prepare and maintain associated forms, records and tracking systems of the financial resources related to registrations and bookings.
- Develop events and booking calendars and resolve any conflicting requests.
- Compile data for budget or contract estimates and assists with reports and statistics.
- Researches, prepares and presents various reports to support and enhance the operations of community facilities.
- Prepare news articles, electronic messaging and advertising and participate in public promotions as required or directed by the Chief Administrative Officer or designate.
- Directs, coordinates, supervises and controls work of facility staff and contract staff. Monitors their work performance and delegates work appropriately.
- Monitors facility safety and security, identifies the maintenance needs of the facility and equipment and coordinates maintenance requests and approving contracts for services within approved budgets.
- Ensures cleanliness of the Community Hall, performing light janitorial duties as required.
- Provide information and explanation within scope of knowledge and authority on operations and activities including applicable processes, procedures, bylaws, codes and regulations.
- Assists in the evaluation of special event applications and organizes special events as requested by the Chief Administrative Officer, Director of Infrastructure Services or designate.
- May be required to assist the District in providing emergency services. Duties assigned during an emergency may differ from regular duties.
- Follows, and ensures compliance, with all policies, procedures, regulations and standards of the District of Coldstream.
- Performs other duties as assigned by the Director of Infrastructure Services or designate.

Required Education & Experience

- A diploma in recreation, event or facility management, or an equivalent combination of education and experience.
- Minimum of three (3) years of previous experience in direct and indirect program development, facilities management and special events planning that includes responding to customer inquiries, processing payments, managing filing systems and preparing business documents.
- Food Safe and Serving It Right Certificates.
- Current Class 5 Drivers License; First Aid Certificate
- Must have a thorough, and demonstrated knowledge, of municipal legislation including the Community Charter, Local Government Act, and other related regulations, policies and procedures.

Required Skills & Abilities

- Exceptional interpersonal, communication, presentation, public relations, problem solving, investigative, decision making, leadership and general management skills.
- Effective written and verbal communication skills including the ability to prepare comprehensive, concise and clear reports and deliver oral presentations.
- Ability to multi task, be organized, retain a strong attention to detail and be results oriented in a multi-faceted, fast-paced environment with changing priorities.
- Knowledge of and demonstrated fiscal responsibility in support of budget preparation and control.
- Ability to work effectively independently and cooperatively in a team atmosphere.
- Ability to exercise courtesy, tact, and diplomacy in the exchange of non-routine information with other employees, and the employees of private companies and members of the general public.
- Exceptionally well organized and able to work effectively with minimal guidelines and supervision.
- Ability to exercise sound judgment regarding confidential and sensitive information.



Compensation

The successful individual will be enrolled in the benefits plan and the pension plan. The salary range for this position is \$91,426—103,272. Placement within the range will be based on the successful candidate's education and experience.

To Apply:

Please submit a cover letter and resume to hr@coldstream.ca, quoting competition #25-15.

Deadline for applications is January 11, 2026.