



Career Opportunity – Internal/External Posting

Supervisor, Recreation Community Services

Position Summary:

Reporting to the Manager of Recreation, the Supervisor of Recreation is responsible for the daily operations of the Nature Fresh Farms Recreation Centre (NFFRC). This position oversees the planning, organization, development, delivery, and monitoring of multiple services, including recreation programs, facility rentals, user groups, customer service, administration, and patron engagement, with a strong focus on service excellence, public safety, and operational efficiency.

Key Responsibilities:

- Provide excellent customer service and oversight for the day-to-day operations of the facility.
- Establish annual goals and objectives in collaboration with the Manager, including the preparation and monitoring of operating budgets, while supporting cost recovery objectives; and identifying opportunities to enhance operations efficiency and revenue generation.
- Participate in the recruitment of employees in conjunction with the Organizational Excellence department.
- Responsible for on-site employee onboarding, training, supervising and evaluating performance of employees, updating and providing relevant documentation for employee files to the Organizational Excellence department.
- Provide leadership, fostering a positive, respectful and accountable workplace culture.
- Plan, coordinate, implement and evaluate recreation programs, facility rentals and events.
- Build and maintain effective working relationships with community and user groups, and internal and external partners.
- Promote a high standard of customer service and ensure service delivery aligns with municipal service standards and strategic direction.
- Liaise with the Communications and Corporate Identity department in regard to communication initiatives related to Recreation.
- Respond to incidents, customer concerns, and operational issues, implementing corrective actions to mitigate risk and ensure employee and public safety.
- Participate in emergency preparedness and response activities.

- Collaborate with the Facilities department on maintenance, setup and tear-down of scheduled events/rentals and cleanliness of the NFFRC.
- Prepare and maintain accurate operational, financial, and payroll records.
- Comply and ensure adherence of staff to applicable provincial and municipal legislation, including the Municipal Freedom of Information and Protection of Privacy Act, and the Municipality's Records and Information Management Program.
- Comply and ensure adherence of staff with the Occupational Health and Safety Act, applicable regulations and the Municipality's Health and Safety Program.
- Other duties as assigned.

Qualifications, Knowledge and Skills:

- Must have a post-secondary diploma or university degree in Recreation, Human Kinetics, Business, Public Administration and/or equivalent in a related field.
- Must have five years of experience working in a related field, preferably in a municipal setting.
- Minimum of three years of experience working in and/or supervising in a recreation environment.
- Experience demonstrating leadership skills with the ability to exercise sound judgment and decision-making.
- Experience demonstrating effective verbal and written communication skills.
- Strong customer service, communication, interpersonal and conflict resolution skills.
- Strong time management, organizational skills and attention to detail are required.
- Proficient in computer applications in a Microsoft Windows environment.
- Experience or working knowledge of ActiveNet would be an asset.
- First Aid and CPR level C with AED is required.

Hours of Work and Working Conditions:

This position is employed for 35 hours per week, in an office/facility environment. Hours of work may vary each week based on facility needs. Evening and weekend availability is required to oversee activities occurring outside regular business hours, on an as-needed basis.

Employee Group:

Non-Union.

Salary Range:

\$87,219.37 to \$102,034.89 (2026 Rates).

Closing Date:

Applications must be received by 11:59pm, Sunday, March 8, 2026.

How to Apply:

Interested candidates must apply online through our website, leamington.ca/careers.

We thank all applicants; however, only those selected for an interview will be contacted. Selected applicants will be subject to an interview process and skills testing to determine eligibility.

We are pleased to accommodate any individual needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation throughout the hiring process, please contact Human Resources at 519-326-5761 ext. 1112 to make your needs known in advance.

Personal information on this form is collected under the authority of the Municipal Act, 2001, R.S.O. c45 and will be used to determine eligibility for employment. Questions about the collection of this information can be directed to the Manager of Legislative Services/Clerk, Municipality of Leamington, 111 Erie Street North, Leamington, Ontario, N8H 2Z9, Telephone: 519-326-5761