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where people
want to be

Position Title: Supervisor, Parks Operations (2 Positions)

Position Status: Full-Time Regular

Department: Regional Parks

Employee Group: Exempt

Location: (1) Parks Central Area
(1) Parks West Area

Salary Range/ Wage Rate: Management / Leadership, Level M1 (\$113,977.62 - \$134,055.72 annually) (2024 wage rates)

Our Regional Parks Department is seeking two Supervisors in Parks Operations who will provide day-to-day leadership and operational expertise to a team of operations staff.

You are: A team builder with a desire to deliver exceptional park services and to support the Regional Parks mandate to protect sensitive and important ecosystems while connecting people to nature. You have strong communication skills that allow you to motivate your team. You have considerable park operations experience that gives you the knowledge and confidence to make independent and well thought out decisions. You know how to work within a team that includes staff, colleagues, and management from different departments and external organizations.

The Supervisor, Parks Operations will report to the Division Manager of their respective Parks area.

This role:

- Supervises park operations, maintenance, minor construction and regulatory compliance in assigned parks. Liaises with the Project Engineer and Area or Division Manager on major construction projects.
- Monitors and controls spending to ensure effective and efficient expenditure of allocated funds within approved budget. Contributes to budget preparation and planning. Prepares accurate cost estimates and provides input on estimates for major capital projects. Participates in capital maintenance and replacement program development; identifies and prioritizes projects required to keep parks safe and accessible.
- Works regularly with the Park Interpretation Specialist, Special Events Coordinator, Area Visitor Services Coordinator, Community Development Coordinator, Natural Resource Management Specialist, Area Planner and systems bookings and reservations staff to support implementation of interpretive and stewardship programs, park events, public reservations, filming, public messaging and park development.

- Manages comments and inquiries from the public and consults internal and external resources as required. Ensures inquiries are addressed in a professional, consistent and timely manner.
- Fosters strong working relationships with community groups, First Nations, municipalities, government agencies, and others and works with management to resolve governance, tenure and legal requirements for agreements.
- Establishes and maintains relationships with various community and special interest groups, industry and institutions having an operational impact. Attends meetings and may serve as spokesperson and operations expert for media inquiries as assigned. Reviews and approves special use permits, commercial use permits, special events and filming applications within established guidelines.
- Writes letters, memos, reports, specifications, requests for proposals and committee reports pertaining to the operations and maintenance function.
- Hires, supervises, directs and develops staff, monitoring performance towards division, department, and corporate objectives; ensures staff adhere to corporate workplace conduct and purchasing policies. Leads, coaches, and develops staff recognizing the importance of training and ensuring safe work procedures are integrated in the operations and maintenance of assigned parks. Evaluates staff performance and initiates staff disciplinary action as required.
- Recruits contractors and manages service contracts for park caretakers, gatekeepers, facility operators, and concessions. Works with park staff, Purchasing, Properties and Legal staff to ensure compliance with corporate policies, processes, and to meet revenue commitments. Procures and supervises trade and consultant services; ensures staff and contractors are available to provide services such as repairs, maintenance and emergency response as required.
- Establishes emergency procedures and protocols as per Regional Parks safety, security and emergency management systems and in consultation with local emergency response agencies, and associated Metro Vancouver departments. Ensures staff are trained and resources and equipment are in place for response. Investigates and reports on accidents, incidents, near misses and safety issues. Liaises with emergency services, Provincial and Federal ministries and other agencies as required. Coordinates site response to emergencies and authorizes staff and resources ensuring corporate communication protocols are followed; keeps accurate records and documentation of emergencies. Shares Regional Parks' duty officer response duties and handles emergency call-outs.
- Responsible for by-law enforcement in accordance with departmental direction. Supports staff in handling difficult and challenging public relations issues. Provides input on liability loss prevention and risk management strategies and implements approved plans.
- Performs other related duties as required.

To be successful, you have:

- 3 years of recent, related experience supplemented by a university degree or diploma in a relevant discipline such as recreational land management, natural resource management and construction, park management or another relevant field; or an equivalent combination of training and experience.
- Complete understanding and knowledge of the methods and objectives of park construction, maintenance and operations, and considerable knowledge of corporate and regional park policies, procedures, goals and regulations.
- Mechanical aptitude and knowledge of parks equipment operation and maintenance; ability to train staff in safe work procedures. Ability to walk long distances in all weather conditions.
- Working knowledge of applied environmental management and best practices related to park conservation objectives, regulatory requirements and resource restoration.

- Ability to work within established budgetary and financial objectives and possesses sound basic budgeting and accounting skills. Ability to monitor capital and operations budgets ensuring the effective and efficient expenditure of allocated funds within the approved budget. Ability to estimate costs for small-scale construction projects. Ability to manage revenue program and revenue accounting within established systems and guidelines.
- Demonstrated supervisory skills and abilities including the ability to understand, consistently apply and explain collective agreements and corporate policies. Ability to organize, direct and supervise work of others in a team environment; skill in training and coaching staff to achieve goals and objectives.
- Ability to use judgment to resolve problems by adapting or applying procedures to address issues and problem situations. Demonstrates persistence in overcoming obstacles.
- Sound written and oral communication skills. Ability to provide clear direction in emergency situations; tactfully respond to inquiries and complaints from the public; and write letters, memos, technical reports, specifications, requests for proposals and committee reports.
- Demonstrated ability to establish and maintain effective working relationships with internal and external contacts; strong customer service orientation. Proven ability to work cooperatively with others; ability to effectively deal with disagreements to prevent the escalation of conflict.
- Proficiency using Microsoft office programs, including Word, Excel, and Outlook.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by April 22, 2026.