
Manager, Recreation Services and Facilities – Arenas and Recreation Building Maintenance

DEPARTMENT:	Parks & Recreation	STATUS:	Regular Full Time
NO. OF POSITIONS:	1	UNION:	Exempt
HOURS OF WORK:	37.5 hours per week	SALARY:	\$139,119 to \$153,423 annually + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminister delivers a broad spectrum of urban services to over 92,000 residents. New Westminister is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

The City of New Westminister has an exciting opportunity for a dynamic, passionate and service-focused individual to manage a varied recreation services team and facilities portfolio. As a key member of the Parks and Recreation Department leadership team, the Manager, Recreation Services and Facilities will be accountable for providing ongoing management of the historical Queen's Park Arena, Queen's Park Stadium, Centennial Lodge and Moody Park Arena. Leading the Recreation Maintenance team, you will have oversight of maintenance activities within the Queensborough Community Centre, Century House, New Westminister Youth Centre, Sportsplex, Hume Park Outdoor Pool, Moody Park Outdoor Pool and the newly built state of the art t̄am̄əsew̄tx™ Aquatic and Community Centre. Your additional areas of responsibility may include oversight of a well-established progressive instructional skating program, City wide food services and event rentals in various city event spaces.

Reporting to the Deputy Director, Recreation Services and Facilities, the successful incumbent will provide direct supervision to a leadership team who supervises facility rentals, customer service, facility operations/maintenance, instructional skating programs, food services, meetings and rentals. The position will administer facility specific bookings, partnerships, and leases and maintains positive working relationships with related key community organizations.

Key accountabilities include:

With overall responsibility for ensuring high-quality customer service, community engagement, effective resource management and effective labour relations within the assigned portfolio, key responsibilities include:

- Leading and supporting exempt and union staff in areas of collaboration with the general public and external stakeholders such as community organizations, minor sports associations, user groups and lessees.
- Ensuring that community recreation needs are met through the development of programs and services within the scope of program accountability.
- Anticipating and forecasting customer requirements; analyzing trends, utilizing key performance indicators, benchmarking and defining quality standards for customer service, and creating new solutions to meet customer needs.
- Developing work plans and allocating resources efficiently to ensure programs, services, and initiatives meet community needs.
- Leading or participating in the development of plans for City recreation services and facilities.
- Hiring, supervising, training, evaluating and coaching staff, developing work plans and job performance expectations, developing succession programs and initiatives, and managing employee and labour relations issues.
- Leading a team that includes 150 auxiliary positions (Parks and Recreation Maintenance Workers, Building Services Workers, Recreation Facility Workers, Clerks, Skating Instructors, Ice Patrols, skate shop staff, food services staff, Cashier Attendants and Pool Service Workers), 33 full time and regular part time staff (Program Coordinators, Assistant Program Coordinators, Maintenance Supervisors, administrative and facility operations staff). Direct reports include 5 supervisory positions: The Facility Management Coordinator (exempt) position manages 3 Shift Leads, Pool Service Workers and facility maintenance staff of the aquatic and community recreation facilities; The Building Maintenance Supervisor oversees 2 Arena Maintenance Supervisors, Parks and Recreation Maintenance Workers and BSW's within Moody Park Arena and Queen's Park Facilities; The Recreation Facilities Assistant supports 2 Recreation Facility Clerks along with Cashiers within the Arenas and Queens Park Facilities; Food services is overseen by the Assistant Manager, Queen's Park and is supported by 3 Food Service Coordinators and a number of

Food Service Workers; The Program Coordinator along with the Assistant Program Coordinator, have full oversight of programs and program leaders.

- Actively participating in the development and delivery of strategic plans, policies and procedures for the division and department and reporting on progress of same.
- Demonstrating effective verbal and written communication skills to provide advice, guidance, and policy interpretation on matters related to the portfolio.
- Developing, managing and monitoring multiple capital project and operating budgets and allocating financial assets and resources effectively, ensuring budget projections are achieved.
- Managing facility assets of ice arenas, swimming pools, community recreation facilities, commercial kitchens and other facilities through preventative and scheduled maintenance, planning and budgeting for regular and minor capital maintenance projects, and sourcing for new products and suppliers to improve efficiencies. Supporting processes related to asset management and long-range capital infrastructure planning.
- Providing leadership support for organizational and departmental initiatives as required.
- Applying independent judgment, action and initiative in supervising facilities, and administering a comprehensive program of public services.

Skills & Personal Attributes:

The successful candidate is a progressive, strategic, community-centric and innovative leader who is well versed in diversity, equity, inclusion and anti-racism work. The candidate will possess a strong combination of community development, operational management, and people/staff development and management. The candidate will have proven multi-million dollar budget management experience and the ability to maintain and enhance service offerings and business outcomes.

Key experience, skills and knowledge include:

- A track record of successfully providing the community with excellent customer service and quality service delivery
- Strong experience in leading an organization towards a culture of engagement and performance using industry best practices, key performance indicators and continuous process improvement.
- Excellence in relationship development and management.
- Considerable knowledge of ice arena, aquatic and building operations along with safety standards.
- Strong experience in written and verbal communication.

Education, Training & Experience:

The preferred candidate will possess: a degree in recreation administration, business administration, the social sciences or other related discipline and considerable related work experience in recreation including 10 years of progressive management and leadership experience, preferably with ice arena experience or an equivalent combination of education and experience. You will possess Ice Facility Operator certification (TSBC) and are also willing to obtain the Refrigeration Operator certification (TSBC). As well, formal training and experience in diversity, equity, inclusion and anti-racism principles and work is asset!

Please apply with your **cover letter and resume** in one document at www.newwestcity.ca/employment by **April 28, 2026**.

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada*