



Career Opportunity – Internal/External Posting

Supervisor of Business Process and Operations Community Services, Recreation Services

Position Summary:

Reporting to the Manager of Recreation, the Supervisor of Business Process and Operations leads the modernization and continuous improvement of Recreation Services' business operations. The position is responsible for improving business processes, service standards, customer experience, business systems, performance measurement and data-informed decision-making to support efficient, consistent and responsive service delivery.

Working collaboratively with Information Technology and other corporate service areas, the Supervisor leads Recreation's business requirements and implementation of approved technology and digital service improvements, including ActiveNet optimization, automation, and emerging technologies. The position also provides analysis and decision support related to service planning, utilization, financial performance, budgeting, cost recovery, and operational efficiency

As the Recreation Services operating model evolves, the position will assume responsibility for the day-to-day supervision and coordination of customer service operations at the Nature Fresh Farms Recreation Centre.

Key Responsibilities:

- Lead and coordinate business process improvement and operational modernization initiatives, prioritizing technological advances.
- Collaborate with the Information Technology department to develop and implement a Recreation technology roadmap, including systems integration, training, implementation sequencing and change management.
- Collaborate with the Information Technology department to assess, pilot and implement approved technology, automation and AI-enabled solutions that streamline processes, improve customer access, support operations, and strengthen decision support, consistent with municipal privacy, records, information security and data-governance requirements.
- Lead business-side optimization of ActiveNet and related digital services, including online registration, memberships, facility bookings, self-service, data integrity, reporting and accessible, multilingual service options where feasible.
- Collaborate regularly with all appropriate municipal departments, including Information Technology, Facilities, Finance, Organizational Excellence and

Communications and Corporate Identity to deliver departmental modernization initiatives.

- Develop, implement, and maintain service standards, policies, procedures, workflow documentation, job aids, and process maps for key customer-facing and operational practices.
- Analyze operational, financial, utilization, demand and customer-experience data to inform service planning, budget, pricing, cost recovery, membership and program decisions.
- Establish a phased performance measurement framework, including Key Performance Indicator (KPI) definitions, data sources, collection methods, data-quality controls, baselines, targets, owners, dashboards and reporting cycles.
- Develop and implement standardized Recreation Services onboarding and training for full-time, part-time and seasonal staff, including customer service, operational procedures, service standards, and systems in consultation with Organizational Excellence department and in alignment with corporate onboarding training and development practices.
- Lead continuous improvement initiatives through planning, implementation, employee adoption and performance monitoring.
- Provide leadership and guidance to staff, fostering accountability, continuous improvement, and a customer-focused service culture.
- Collaborate with Communications and Corporate Identity on Recreation-related communications and public information initiatives, providing operational information and subject-matter expertise, with Communications and Corporate Identity responsible for corporate communications strategy, messaging, brand and communications standards.
- Support operating budgets, cost recovery, grant-writing opportunities, operational efficiency and revenue generation.
- Prepare and present reports for management, senior leadership and Council, as required.
- Maintain accurate operational and records-management documentation.
- 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.
- Comply and ensure adherence 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:

- Post-secondary diploma or university degree in Business Administration, Public Administration, Operations Management, Business Analytics, Sport Management or a related field.
- Minimum five years of progressively responsible experience in operations, business process improvement, business systems, performance measurement, data analysis

or a related public service environment, including demonstrated experience leading staff, projects or cross-functional initiatives.

- Minimum three years of supervisory or team leadership experience, preferably in a municipal, recreation, customer service or other public-facing service environment.
- Demonstrated experience establishing and maintaining performance measures, KPIs, data definitions, dashboards and reporting processes that support operational decision-making and continuous improvement.
- Demonstrated experience with continuous improvement, process mapping, workflow redesign, project coordination, change management, and the development of policies, procedures, service standards and training materials.
- Strong analytical skills, including the ability to collect, validate, interpret and communicate operational, financial, utilization and customer-service data.
- Experience leading or supporting business systems implementation, system optimization or digital service improvements.
- Experience with ActiveNet, Power Business Intelligence or comparable customer relationship management, enterprise or reporting systems is an asset.
- Knowledge of data governance, privacy, records and information management, digital accessibility, automation and emerging technology, with the ability to assess opportunities in alignment with corporate policies and municipal requirements.
- Demonstrated ability to build effective working relationships across other municipal departments.
- Demonstrated leadership skills with the ability to exercise sound judgment, decision-making, and problem-solving skills.
- Excellent verbal and written communication skills, including the ability to communicate complex operational and analytical information clearly to varied audiences.
- Effective customer service, communication, interpersonal and conflict resolution skills.
- Strong time management, organizational skills and attention to detail are required.
- Knowledge of the Municipal Freedom of Information and Protection of Privacy Act, Occupational Health and Safety Act, applicable regulations and municipal health and safety requirements is an asset.
- Proficient in computer applications in a Microsoft Windows environment.
- 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. This position may be required to provide on-call support to staff outside of regular business hours on a rotational basis.

Employee Group:

Non-Union.

Salary Range:

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

Closing Date:

Applications must be received by 11:59 p.m. on Monday, October 12, 2026.

Reason for Vacancy:

Existing position.

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 Organizational Excellence 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