

DEPARTMENT:	Parks and Recreation	STATUS:	Full Time
NO. OF POSITIONS:	One	UNION:	Exempt
HOURS OF WORK:	37.5 hours per week	SALARY:	\$116,031 to \$127,947 annually + comprehensive benefits package

We have an exciting opportunity for a dynamic, passionate and service-focused individual to manage the new təməsewtx^w Aquatic and Community Centre and Aquatic services portfolio. The təməsewtx^w Aquatic and Community Centre is a 10,644 square metre facility which is scheduled to open in late 2023. The state of the art facility will be the first aquatic centre in Canada designed to achieve the Canadian Green Building Council Zero Carbon Building standard, LEED Gold standards and the first aquatic centre in North America to use a new innovative InBlue drum filtration system. Amenities of this facility may be referenced at the facility website <https://youractivenw.ca/>.

As a key member of the Parks and Recreation leadership team, reporting to the Senior Manager of Recreation Services and Facilities, you will be accountable for providing ongoing management of the təməsewtx^w Aquatic and Community Centre, Hume Park Outdoor Pool and Moody Park Outdoor Pool. You will directly supervise a management and leadership team who supervise citywide fitness, customer service, facility operations and aquatic services and will administer facility specific rentals, partnerships, and leases.

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 staff in areas of collaboration with the general public and external stakeholders such as community organizations and user groups.
- Ensuring that community recreation needs are met, ensuring the development of programs and services that benefit the community.
- 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 200+ auxiliary positions (aquafit, fitness advisors/instructors, cashier attendants, pool/building service workers, and lifeguard/swim instructors), 35 full time and regular part time staff (program managers, program coordinators, assistant program coordinators, aquatic supervisors, administrative and facility operations staff). Direct reports include multiple program managers.
- 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 budgets and allocating financial assets and resources effectively, ensuring budget projections are achieved.
- Managing aquatic, multi-purpose, gymnasias and fitness 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.

The successful candidate is a progressive, strategic, community-centric and innovative leader 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. You will have 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 aquatic and pool standards; and exceptional written and verbal communication.

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 or an equivalent combination of education and experience. Training in diversity, equity, inclusion and anti-racism principles and work is considered an asset.

The successful applicant must be willing to complete a police information check.

If you are seeking an exciting opportunity to make a “difference through people”, please apply by sending your resume and covering letter using the following format in the subject line: **LAST NAME First Name #22-163**, no later than **October 28, 2022** to the following:

**Human Resources Department
City of New Westminster
511 Royal Avenue
New Westminster, BC, V3L 1H9
Fax: (604) 527-4619 E-mail: hr@newwestcity.ca**

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 unsundered 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.*