

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

The City of New Westminster has an exciting opportunity for a dynamic, passionate and service-focused individual to manage a varied recreation services 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 Queen’s Park Facilities including the historical Queen’s Park Arena, Queen’s Park Stadium, Centennial Lodge and Queen’s Park Sportsplex; Moody Park Arena and Food Services. Your additional areas of responsibility include overseeing a well-established progressive instructional skating program, City wide food services and event rentals in various city event spaces, including our beautiful and highly sought after Rose Garden. Our facilities include arenas with mechanical systems that are state of the art, with recent updates that include plate and frame chillers and condensers with reduced ammonia and our Sportsplex is designed to a zero carbon building standard, which is the first in the City!

Reporting to the Senior Manager, Recreation Services and Facilities, our successful incumbent will provide direct supervision of a leadership team who supervise facility rentals, customer service, facility operations/maintenance and instructional skating programs, food services and meetings and banquet 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 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 120 auxiliary positions (Icemakers, building services workers, clerks, cashiers attendants, skating instructors, ice patrols, skate shop staff, food services staff, cashier attendants,), 19 full time and regular part time staff (program coordinators, assistant program coordinators, maintenance supervisors administrative and facility operations staff). Direct reports include multiple supervisory positions.
- 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 ice arenas, community recreation, food services 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 operations and safety standards.
- Strong experience in written and verbal communication.
- Solid understanding of HVAC operation and maintenance
- Solid understanding of ice making procedures and maintenance

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 an asset!

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

Apply by sending your **cover letter and resume in one document** quoting the competition number, by November 25, 2022 to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC, V3L 1H9, e-mail to hr@newwestcity.ca using the following format in the subject line: **LAST NAME First Name #22-190**

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.