



Job Description

Facility Manager

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Regional Manager – Operations and Asset Management

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION

The Facility Manager is a leadership position which involves managing the day to day operations of a vibrant community centre and other recreational facilities. This position is responsible for setting operational priorities, and managing facility staff by delegating work assignments, supervising, and overseeing scheduling. The Facility Manager also works directly with their Manager in the areas of capital projects for recreation infrastructures in accordance with organizational and facility goals, objectives, budgets, policies and procedures.

SUPERVISION EXERCISED

Exercises supervision over all department staff, either directly or through subordinate supervisors including operations, customer services, aquatics, recreation, fitness and other designated positions.

ROLE AND RESPONSIBILITIES

Responsibilities include, but are not limited to:

Facility Operations

1. Supervises the overall operation, maintenance and recreation course delivery at all assigned recreation facilities to ensure compliance with regulations and risk management practices
2. Ensures the efficient and effective delivery of recreation services.
3. Provides input for designing, implementing and monitoring of assigned facilities, and recreational programs and services to ensure that the needs of the residents are being met within the available resources.
4. Develops short range operational plans, and assists with long range operational and capital plans; gathers, interprets, and prepares data for studies, reports and recommendations; coordinates operational plans and activities with other Community Services and RDCK departments and provincial and municipal regulatory agencies as needed.
5. Prepares operational budget in consultation with their Manager; administers and manages the budget for all areas of responsibility and monitors and controls expenditures; maintains all designated recreation facilities and equipment, and recreation services delivery within the budget allotment; ensures purchases are made in compliance with organizational purchasing policies.

6. Assists with the establishment, review and modification of the RDCK's capital budgets, goals and objectives in relation to areas of responsibility, as required; implements strategic direction to further approved annual goals and objectives.
7. Participates in the research and development of departmental policies and procedures consistent with good management practices to best utilize resources.
8. Executes organizational, departmental and facility rules, regulations, policies and procedures; ensures that subordinates comply with all related policies, procedures, regulations and legislative requirements.
9. Ensures program and special event needs are coordinated with the recreation facilities and equipment maintenance requirements.
10. Supervises assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; determines work procedures, prepares work schedules, and expedites workflow.
11. Assists in the development, implementation and evaluation of customer service and other operating procedures and makes recommendations relating to departmental and facility operations.

Performance Management

12. Selects and hires employees under their supervision.
13. Establishes standards of performance for staff in consultation with their Manager communicates those standards to employees under their supervision.
14. Provides and/or authorizes training and guidance to assist employees under their supervision in improving their performance or upgrading their skills as required; Ensures regular in-service training programs.
15. Conducts regular performance evaluations of employees under their supervision in accordance with the Collective Agreement, and initiates established procedures for correction of non-culpable performance deficiencies.
16. Meets with aggrieved employees in accordance with grievance procedures of the Collective Agreement in consultation with Human Resources.
17. Provides input into labour relations as required, including participating in labour management meetings on an as needed basis, providing input into the formulation and review of bargaining proposals, and advising their Manager/senior management in labour relations matters affecting the department.

Health and Safety

18. Conducts safety inspections and accident investigations to determine compliance with regulations or inspection directives of WorkSafe BC in accordance with the Collective Agreement and RDCK safety management system.
19. Ensures the safety and security of staff, facilities, equipment, and the public, and takes immediate corrective action to remedy unsafe and/or insecure situations as may arise from time to time, including, where necessary, cessation of work, temporary suspension of employees and decisions regarding unsafe work under WorkSafe BC; implements emergency procedures as appropriate.
20. Monitors emerging trends and needs, provides technical and professional advice; prepares a variety of studies, reports related information for decision-making purposes.

General

21. Develops recommendations and makes presentations as required to supervisors and commissions.
22. Works flexible and varied hours, as may be necessary, to meet the requirements of the position.

23. Supports other RDCK Facility Managers as required from time to time, in order to maintain continuity and consistency in the delivery of services at or away from the home facility.
24. Performs other duties as assigned or required.

CORE PERFORMANCE OBJECTIVES:

- Client Focused; Strives to provide superior public service.
- Resource Management; Manages within the yearly financial plan and identifies efficiencies and recommends adjustments to stay within the financial plan.
- Leadership; Professional recommendation, servient implementation, host leadership.
- Innovation; Debates and challenges processes.

REQUIRED SKILLS, QUALIFICATIONS, AND EXPERIENCE

- A degree in Business, Recreation, Public Administration
- A minimum of five (5) years of experience in a similar environment working in a supervisory or managerial capacity, preferably in a unionized environment.
- Experience with budget preparation and management.
- Experience with preparing, maintaining and presenting a variety of work related records and reports.
- A combination of related experience and education may be considered.
- Valid BC Class 5 Driver's Licence and satisfactory criminal record check.
- **Refrigeration, Pool Ops Certificates / Tickets may be considered an asset.**

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

CORE COMPETENCIES:

- Communication: Clearly conveys and receives messages to meet needs of all; involving listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages
- Teamwork: Works co-operatively and productively with others to achieve results
- Problem Solving and Judgement: Assesses option and implications in order to identify solutions
- Results Oriented: knows what results are important, focuses resources to achieve those in alignment with the goals of the organization
- Adaptability: shows personal willingness and ability to effectively work in, and adapt to change.
- Demonstrated ability to handle a complex and varied workload, often under pressure, in a flexible manner.
- Business acumen: Understands recreation and facility management, and effectively applies that understanding in the context of local government.

- **EFFECTIVE LEADERSHIP SKILLS, WITH A STRONG FOCUS ON MENTORING AND MOTIVATION OF EMPLOYEES:**

- Ability to delegate, set expectations and monitor progress of all direct reports.
- Ability to work positively as a team player within the department and overall organization to achieve both departmental and organizational goals.
- Working knowledge of related legislation and regulations; ability to exercise sound judgement in the interpretation and application of related regulations, policies and procedures
- Demonstrated understanding of facilities maintenance theories and principles.
- Excellent customer service skills; ability to present a professional appearance.
- Demonstrated ability to deal tactfully and effectively with the public.
- Demonstrates and models behaviours by actively participating in Health & Safety. Promotes health and safety and take a preventative approach to reducing the risk of workplace incidents and illness while continuously improving the department & facility safety culture.
- Demonstrated commitment to the Regional District values of Health and Safety, Integrity, Accountability and Respect.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

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| Employee Name | Employee Signature | Date |
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| Employer Representative Name | Employer Representative Signature | Date |