

JOB DESCRIPTION

Position Title:	Recreation Complex Manager
Salary Band:	Specialist Salary Band
Department:	Recreation
Reports to:	Director of Recreation
Status:	Permanent Fulltime
Location:	Recreation Complex, 12 Park Lane, Barrington, NS
Hours:	35 Hours per week. Flexibility in scheduling is necessary as there may be events / functions outside of normal work hours.
Date:	June 2025

SCOPE

The Recreation Complex Manager will be responsible for the overall management, programming and facility operations of a multi-purpose recreation complex. Facilities included in the complex are the following:

- Recreation Centre
- Sandy Wickens Memorial Arena
- Outdoor Municipal Pool

The Manager will foster a culture of excellence in customer service and build strong relationships with community partners to support the recreation complex's operations. They will be required to allocate time and effort to understanding and meeting the needs of residents and consistently display good interpersonal and social skills. The Manager will also ensure the operations of the Recreation Complex are safe, efficient, and optimal for a public complex. The Manager should have an excellent understanding of general business concepts.

Responsibilities include providing leadership, supervision and direction to staff, scheduling, programming, delivery of comprehensive recreation and well-being programs and complex services. The manager will create, nurture, pursue and maintain rapport and positive working relationships with community groups, sports organizations, the business community, and other interested parties to promote recreational opportunities at the complex. The manager will foster a culture of excellent customer service.

QUALIFICATIONS

- Post-secondary education in recreation, facilities management, business administration, communication, public relations or a related field (health promotion, physical education, hospitality management, marketing etc.).
- Experience in recreation, facilities management, business administration, communication, public relations or a related field would be an asset.
- Superior communication skills, leadership and interpersonal skills to build and maintain strategic internal and external partnerships.
- Conflict resolution.
- Good organizational, multi-tasking, and time-management skills.
- Ability to work unsupervised, independently and as part of a team.
- Ability to work evenings and weekends.
- Knowledge of computer operations and software. (Excel, Word, PowerPoint, etc.)
- Knowledge of community development, planning and understanding the benefits of an physically active lifestyle.

SUMMARY OF FUNCTIONS

Principle Duties and Responsibilities:

The Recreation Centre Services Manager shall work alongside the Director of Recreation. The following is a general outline of the duties and responsibilities. The listing is not intended to be all inclusive or to limit initiative to expand his/her function beyond this scope nor is it intended to limit the Director of Recreation's right to assign other duties.

Customer Service & Stakeholder Management:

1. Foster a culture of excellence in customer service.
2. Coordinate the efficient operation and optimal usage of the complex.
3. Ensure the provision of high quality, customer and community centered service.
4. In collaboration with the Director of Recreation, assess current operations and develop new programs and services based on community needs and opportunities.
5. Foster positive and constructive relationships with stakeholders including complex users, businesses, community partners and the public.
6. Meet with users and stakeholders on a regular basis to ensure the complex and its operation continue to meet the needs of users and the community.
7. Communicate regularly with users with respect to operations and programs and address any complaints/concerns.

Administration / Management:

1. Manage the day-to-day operations of the Recreation Complex in accordance with the policies, plans and priorities of the municipality.
2. Oversee complex schedule, bookings and events.
3. Responsible for supervising and coordinating the site activities of external contractors who may be involved in maintenance, operations or event operations.
4. Supervise and direct all recreation complex employees, including recreation centre, arena and pool.
5. Supervising activities include staffing, training, performance reviews, coaching/monitoring of tasks and disciplining.
6. Ensure that all facilities and equipment are well maintained and clean, and that any maintenance issues are addressed in a timely manner, submitting work orders to the Public Works Department whenever required.
7. Review programs, services and operations for effectiveness and efficiency while maintaining quality and safety standards.
8. Ensure all staff have appropriate safety training and equipment to complete their tasks.
9. Ensure all work is carried out in a manner consistent with legislation, policies and or existing bylaws.

Financial Management

1. Ensure expenditures follow municipal financial management practices and adheres to the approved budget.
2. Develop plans to maintain and grow current revenue streams, identify and develop plans to establish new revenue streams.
3. Assist with preparation and management of budget.
4. Supervise billing of rental spaces, arena ice rentals and pool usage.

Other:

1. Advocate to reduce barriers to participation in physical activity initiatives.
2. Help sport and recreation organizations, leaders, and facilities include more opportunities for movement in their facility design and programming.
3. Help prepare department annual and monthly reports to present to the Committee of the Whole and/or Municipal Council.

4. Carry out any and all duties and responsibilities that the Director of Recreation shall see fit to direct or that shall arise from time to time.