



EMPLOYMENT OPPORTUNITY

The Town of Pelham is now accepting applications for the following position:

Manager of Recreation, Culture and Wellness

Reporting to the Director of Recreation, Culture and Wellness, the Manager of Recreation, Culture and Wellness is responsible for the administration, operations and management of all recreational facilities, programs and services within the Town of Pelham. This role involves managing staff and volunteers, developing and implementing recreational programs, ensuring the maintenance and safety of recreational facilities, and promoting a positive experience for participants.

What You Will Do:

- Develop an annual Operational Plan and related work plans
- Manage the safe and efficient daily operations and maintenance of the Meridian Community Centre (MCC), Old Pelham Town Hall, the pool and splash pads, active parks and other recreational facilities
- Supervise the development and operation of recreation programs, services and revenue strategies to meet the recreational and leisure needs of the community and to increase utilization of municipal facilities
- Promote and market the Meridian Community Centre and other recreational facilities by researching and developing new and innovative revenue generating opportunities to maximize facility use
- Play a significant leadership role in the development and management of the Town's Asset Management System, including the completion, monitoring and reporting on condition assessments
- Prepare written reports for Council under the direction of the Director of Recreation, Culture and Wellness
- Prepare, issue and evaluate Requests for Proposals and tenders and monitor and supervise work undertaken by contractors
- Collaborate with community groups and members of the public regarding their use of Town-owned recreation facilities and services
- Respond in a timely and professional manner to all public and customer inquiries and complaints
- Develop sponsorship and advertising opportunities and marketing initiatives
- Develop appropriate Key Performance Indicators for all areas of responsibility that are to be used to evaluate success and to inform future service levels and offerings.
- Assist with the preparation and monitoring of annual operating budgets
- Produce in-year expenditure and revenue forecasts

- In collaboration with the Director and Town Solicitor, negotiate contracts, lease agreements and memoranda of understanding with various users and stakeholders
- Manage and lead direct reports including participation in the recruitment and selection process, completing annual performance reviews, coaching, and recommending discipline, termination and promotion of staff in partnership with the Director and People Services Department
- Develop and regularly monitor annual performance, learning, training and development plans for each individual employee through ongoing discussions regarding goals, objectives and performance
- Provide positive daily leadership to staff in a safe, inclusive and respectful manner
- Provide staff direction, assist with resolution of contentious issues, motivate and support staff and hold regular team meetings for the purpose of communicating work plans, policies and procedures
- Develop, maintain and ensure compliance with legislation, policies, procedures and guidelines to support operations, including hazardous materials, customer service, facility allocation, health and safety, financial management, etc.
- Find efficiencies and ensure optimal service levels and exceptional customer service are achieved
- Comply with the *Occupational Health and Safety Act* and the policies, procedures and practices developed by the Town. Perform work in a safe and healthy manner, and ensure timely reporting of any observed hazards or lapses in the functioning of any health and safety measure or procedure
- Perform additional tasks or responsibilities as assigned by the Director to support the overall operation and success of the recreational programs and facilities

What We're Looking For:

- Before reviewing the qualifications listed below, we want you to know that we understand you may not meet all the qualifications described. We do still encourage you to apply as you may have other relevant expertise and experience to bring to the role.
- Bachelor's degree in Recreation or Facility Management or related field
- 7 years of experience managing recreational programs and facilities, with knowledge of program development, facility management, and staff supervision
- RRFA/CRFA Certified Recreation Facilities Professional
- Smart Serve Certification
- Standard First Aid/CPR/AED or ability to acquire within 90 days
- A valid Ontario "Class G" Driver's license with a clean abstract
- A thorough working knowledge of facilities management, including refrigeration systems (arenas), and electrical, plumbing and mechanical operations and maintenance
- Knowledge of recreation and cultural program development, design, delivery and evaluation
- A strong background in budget development, project management, staff/volunteer



supervision and community relations

- Superb organizational and team building skills to supervise a diverse complement of full-time, part-time, seasonal and student staff
- Effective oral communication, political acuity and strong interpersonal skills to deal with members of the public, staff, Council and other levels of government
- Excellent written communication skills with attention to detail and accuracy
- Demonstrated time-management skills with the ability to prioritize workloads and meet deadlines with minimal supervision

What's In It For You:

- A competitive salary ranging between **\$114,368 to \$133,793** with a 40-hour work week (primarily 8:30am to 4:30pm Monday to Friday). Occasional evening and weekend work will be required for special events and tournaments.
- Fully paid, comprehensive group benefits including an annual \$500 Healthcare Spending Account and participation in the OMERS pension plan
- Professional development training opportunities
- A supportive and collaborative work environment
- A commitment to creating a diverse, equitable and inclusive culture that promotes a sense of belonging and represents and reflects the needs of the community we serve.

Resumes must be submitted directly to the Manager of People Services at hr@pelham.ca by 9:00am on **Friday, September 27, 2024.**

The Town of Pelham is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments.

In accordance with the *Accessibility for Ontarians with Disabilities Act*, if you require this document or any additional documents in an alternative format, please contact our office at 905-892-2607, ext. 315. Should you require any special accommodations in order to apply for a position or interview for a position with the Town of Pelham, we will endeavor to make such accommodations.

We thank each applicant for taking the time and effort to submit their resume, however, only candidates to be interviewed will be contacted. In accordance with the *Municipal Freedom of Information & Protection of Privacy Act*, all information is collected under the authority of the *Municipal Act, 2001*, and will only be used during the selection process for the subject posting.