

ARENA OPERATIONS TEAM LEADER

Position ID: J0717-0778

Job Title: ARENA OPERATIONS TEAM LEADER

Job Type: Full Time

Department: Arenas

Number Of Positions: 1

Closing Date: August 6, 2017

Min Salary: \$82,372.00/Year

Max Salary: \$102,965.00/Year

The City of Airdrie fosters a culture of accountability and values open dialogue, innovation and entrepreneurial spirit, collaborative relationships, learning, ownership, and encouraging the heart. We are searching for another team member who will help us get to the next level.

Business Unit Information:

This position reports to the Manager of Recreation/Culture & Social Sustainability. The Arena Operations Team Leader is responsible for the safe and efficient management and operation of the three indoor ice facilities (5 sheets of ice) within the City of Airdrie.

Primary Accountabilities Include:

Ensure that both individual performance and departmental processes are managed consistent with the values, ethics and priorities of the organization; manage the city's assets in a way that balances community needs and budgeted resources.

Foresee and define issues, generate options and select solutions which are consistent with the strategy and vision of the organization.

Provide daily leadership to operational coordinator, shift-leaders and up to 40 part-time operators and attendants; lead recruitment and development of the team ensuring high performance, talent succession planning, optimal staffing and employee engagement; share vision and guide others to action; ensure staff are accountable for the expectations of their roles and department outcomes through performance coaching and mentoring; manage and approve staffing schedules and budgets.

Set operational goals and service plans to meet community needs of the ice facilities.

Generate revenue through rentals, leases, and advertising for the purposes of recreation, wellness and local organized sport.

Develop departmental strategic plans to consider short-term requirements as well as long-term direction.

Prepare and manage capital and operational budgets including completing annual business plans, variance reports and ensuring that all expenditures are within the policy guidelines. Monitor and report on usage trends and forecast future service levels based on community use and growth. Track and monitor performance outcomes against industry benchmarks.

Establish and monitor standards for ice maintenance operations, customer service, facility maintenance, safety procedures and cleanliness. Troubleshoot, provide direction and assist in repair and maintenance. Develop and manage life cycle plans for the tangible assets. Coordinate and schedule all operational and maintenance outcomes to meet the service levels approved by Council.

Prepare tender documents (RFP's) for service contracts.

Develop and implement policies, procedures and service delivery plans consistent with industry and regulatory standards for arena operations.

Prepare and present reports to senior management and other boards and stakeholders as required on matters pertaining to arena operations.

Establish and maintain effective communication and business relationships with clients/customers. Deliver regular communication with all ice user groups, contractors, community groups and the general public.

Education/Experience Requirements:

Post-secondary education in recreation facility management or equivalent
Alberta Level 2 Arena Operator Certificate or equivalent
5 years of management and team leadership, budgeting and operations expertise within an arena environment
Multi-facility management or other related experience
A minimum of 5 years of experience with asset management and preventive maintenance cycles
General knowledge of refrigeration equipment and arena equipment
Considerable experience leading, coaching and managing employees
Valid Alberta or equivalent Class 5 Driver's Licence
Current Standard First Aid – Level C CPR and AED certificate would be an asset

Skills and Attributes:

Demonstrated effective leadership skills and strong customer focus
Independent decision-making, problem solving and analytical skills
Management capabilities that include successfully hiring, coaching, motivating, developing and leading a team
Well-developed interpersonal skills and the ability to influence and form collaborative relationships
Ability to remain innovative and positive in times of imposed constraints and challenges
Exceptional oral communication and presentation skills
Ability to quickly align with shifting priorities, work assignments and timelines in a result based environment
Strong Microsoft Office skills with an emphasis on software programs (financial accounting systems, inventory and asset management tracking, security and monitoring)
Strong organizational skills and attention to detail
Ability to implement safety procedures for employees and public
Passion for excellence

Additional Information:

This is a salaried position, based on 37.5 hour per week position and includes a comprehensive benefits and pension package. The role will require flexibility in working hours which may require extended hours at peak times and will include regular evenings and weekend work.

*Please include a cover letter as a means of introducing yourself and your interest in this role.

Application Process:

Candidates are invited to apply online at www.airdrie.ca.