

Role: The Sport Development Manager oversees the 3433 Endurance and Sport Training areas including program planning, staff supervision and training, stakeholder relations, budgeting, equipment selection and maintenance and promotions. The Sport Development Manager will work closely with Repsol Sport Centre staff and facility Sport Partners, including involvement with IST services and Sport Partner criteria and adjudication.

Reports to: Sport Director

What's In It for You

- As a salary employee this position includes eligibility to accrue personal and sick time in addition to participation in Repsol Sport Centre's RRSP employer matching Program and our flexible benefits package
- Free facility membership plus a variety of free and discounted programs & services for you and your family
- Flexible work schedule, some evenings and weekend event support required
- Performance based bonus program and an employee recognition program
- Professional Development assistance program available to support employee career growth.
- Annual staff events including BBQ's, Corporate challenge, December holiday party and many more
- Free parking and close to transit with a C-train and bus stop steps away

What You'll Do

Responsibilities:

Team building/daily team support

- Provide leadership and direction to the Sport Development team
- Lead, coach, mentor and empower employees to handle operational challenges and provide exceptional and legendary service
- Ensure staff are achieving established job expectations, customer sales, and product and service knowledge standards including the delivery of job specific training for new hires
- Research and develop an athlete recruitment and talent identification program that acts as a feeder system from programs to sport
- Be accountable for the performance of the Sport Development Team in meeting team objectives
- Rotate within the Fire Warden role with other building wide Managers and fill in for Duty Manager in emergency situations
- Facilitate emergency procedures training for staff
- Act as a key information source by providing the Sport Director with customer feedback, system enhancements, recruitment needs, training and development needs, ideas for rewards and recognition, new programs/services and on-going quality improvement

Customer Experience

- Streamline the program registration process for classes and session to ensure the customer efficiency
- Actively communicate with both internal and external customers on special events, program and service changes and new incentives

- Monitor participant evaluation forms by tracking and reviewing feedback, and following up in a timely manner
- Assist both our internal and external customers by providing prompt, sincere, and professional responses to questions and concerns that arise; striving to exceed our customers' expectations
- Assist and empower employees to handle customer complaints by providing a customer centric environment
- Assist with administering surveys and customer feedback sessions
- Identify consistent Customer complaints and implement a plan for complaint reduction

Planning and Organizing

- Plan, promote and implement 3433 Endurance and Sport Training programs and services
- Refine and deliver a communication plan with targeted messaging for RSC Staff, 3433 Staff and 3433 Members respectively
- Work with the marketing department and Sport Director on a marketing strategy to increase membership and purchase of services
- Develop and implement a strategy for client retention
- Organize special events including the 10 mile triathlon
- Support development of new or evolving programming and services based on the Strategic Plan, LTAD model stages three through five, and seven, customer feedback, competitive analysis, and research on current trends
- In collaboration with the Sport Director, build strong relationships with Sport Partners and other key stakeholders in sport
- Work with Repsol Sport Centre Sport Partners as well as outside sport groups to identify their needs and development of related plans as it relates to sport training. This will allow the development of customized packages, scheduling of regular follow up, provision of progress reports etc.
- Planning event support, camps, and team building initiatives for members of the club and programs
- Participate in the development of the annual sport development budget
- Be accountable for meeting the budget targets for the department in terms of revenues and expenses
- Monitor and evaluate equipment, trainers plans and program needs
- Assist with the purchase, repair and maintenance of equipment
- Networks with other facilities within and external to Canadian centers searching for new trends in the industry as well as competitive intelligence
- Network with triathlon sport partners for sponsorship opportunities which will benefit Repsol Sport Centre
- Research and source sport training equipment needs to promote success within the high performance sport training zone
- Attend promotional opportunities as needed, acting as a representative of Repsol Sport Centre
- Understand and apply all safety and emergency procedures to ensure a collective, streamlined and successful execution and ensure team is trained recurrently on procedures
- Any other duties as assigned

Committee Involvement:

- Participate in Manager Meetings and chair meetings on a rotational basis
- Sport Partner Criteria Adjudication Committee

**What You Need
Qualifications**

- Completed degree in Sport Management, Kinesiology, Human Kinetics or an equivalent program
- Preference will be given to candidates with additional certifications in exercise and training example: NCCP, CBET, AFLCA, canfitpro, CSCS
- Three to five years of experience in a management/supervisory and administrative role in sport
- Willing to travel for promotional or educational purposes if the opportunity arises
- Able to work rotational shifts Monday – Sunday as necessary to support the team and special events
- Ambitious, driven, accountable, who thrives in a dynamic environment
- Ability to supervise and train employees, including organizing, prioritizing, and scheduling work assignments
- Solid negotiation, conflict resolution, and people management skills
- Previous experience with budgeting techniques and fiscal management
- Strong problem identification and problem resolution skills
- Excellent teamwork and team building skills as well as ability to work independently with little supervision
- Strong communication skills (verbal and written) that allow adaptability to a variety of stakeholders
- Proficient with Microsoft Word and Excel
- Current certifications in CPR Level C and Standard First Aid are required
 - CPR Level C certified within the last year
 - Standard First Aid recertified within the last 2 years
- Preference will be given to candidates with additional certifications in coaching, leadership and/or conflict resolution

How to Apply

Submit a resume and cover letter to Repsol Sport Centre Human Resources by:

- Email: careers@repsolsport.com (please state job title in the subject line)
- Online: www.repsolsportcentre.com
- Fax: 403.233-8307

We thank all applicants for their interest; however, due to the high number of resumes we receive; only short-listed candidates will be contacted.