



Organization: Bowness Community Association

Position Description: Facility and Arena Manager

Reports to: Executive Director

Term and Hours: Full-Time, Various shifts based on 40 hours per week.

Compensation: \$55,000 - \$65,000 based on experience. Competitive benefit package.

Position Overview:

Governed by the Vision, Mission and Values of the Bowness Community Association (BCA) the Facility Manager is responsible for the operation and maintenance of the Bowness Community Centre and Arena. The facility includes one sheet of ice, a large main hall, multiple multi-purpose spaces, offices and an outdoor space and is a community gathering place for Bowness and the surrounding area. Key responsibilities include oversight of all aspects of facility operations including maintenance and repairs, renovations, health and safety and customer experience. Other responsibilities include leadership and mentorship of staff, financial management and lifecycle planning of facility assets.

Skills and Experience:

- Strong leadership skills both inward facing to in managing staff, tenants, consultants and partners
- Good verbal and written communication skills
- Thrives in a team environment and adapts to changes on a daily basis
- Desire to provide the best customer service and user experience
- Post-Secondary Education and/or equivalent of 3 years' experience in facility management
- Thorough understanding of HVAC, refrigeration, plumbing and building systems
- Well-developed time management, project management and organizational skills
- Valid Alberta Driver's License with no more than 6 demerit points
- WHMIS, OHS, and First Aid Certification, all current safety training would be considered an asset.

Responsibilities and Expectations:

Administration

- Create a positive, clean and safe environment for all user groups and members of the community
- Manage the ice surface following policy and procedure and needs of user groups
- Determine staffing needs and schedule in accordance with user group and facility needs
- Oversee all HR processes for facility staff including hiring, mentoring, and performance reviews
- Communicate with stakeholders including Board of Directors, Facility Committee and Partner organizations on facility issues as required
- Liaise and attend meetings with Calgary Council of Arena Managers staying informed on industry
- Manage fine ops and youth justice programs as necessary
- Manage monthly and yearly budgets related to facility operations including staffing
- Report on budget variances and make recommendations on cost saving opportunities
- Assist in the submission of facility and capital grant applications with the Executive Director
- Communicate regularly with the Executive Director on facility operations including Identifying emerging or critical issues with potential risk to the Bowness Community Centre and Arena

Facility Operations

- Ensure operation and maintenance of ice plant, HVAC, mechanical, electrical, plumbing, life safety and security systems
- Establish preventative maintenance programs including monthly, yearly and ice removal
- Maintain the highest standards of cleanliness at the facility both internally and externally
- Coordinate long term planning for facility including lifecycle priorities and capital improvement plans
- Oversee annual inspections including, but not limited to fire, health and security ensuring compliance with all applicable laws and regulations.
- Create, implement, and maintain policy and procedures on health and safety, operations and maintenance, and human resources in coordination with the Executive Director and other staff.
- Oversee facility maintenance contracts and contractors ensuring compliance with BCA policies
- Manage renovation projects in cooperation with Executive Director, Project Managers where applicable and lead consultants.
- Maintain inventory control system for all facility assets
- Ensure staff and facility users are familiar and trained in BCA policy and procedures including fire safety and evacuation
- Support Facility team in maintaining arena ice surface by operating ice re-surfacer (Olympia), ice edger, and other equipment to flood, shave, patch holes, measure ice thickness, etc.
- Participate in on call responsibilities for the plant and effectively support in the event of a call out or emergency
- Support and troubleshoot technology infrastructure and key accessibility in the facility

Leadership

- Support organizational goals and support a collective culture between facility and other staff
- Coach and mentor as appropriate to improve performance and bring out the best in others
- Lead staff and volunteers in a manner that encourages personal development and capacity building
- Build strong relationships with user groups and other stakeholders in the facility and community
- Communicate clearly and concisely with the facility team and other BCA staff
- Suggest creative ideas that encourage positive experiences for user groups, staff and volunteers.
- Support and promote the BCA's Mission, Vision, Values and organizational goals

If this sounds like the position for you, please submit your resume prior to mdice@mybowness.com complete with cover letter prior to October 15, 2021. No phone calls please.