

Supervisor, Arenas and Field Facilities Job Number: 41770

Reporting to the Director of Commonwealth and Arenas, the Supervisor of Arenas and Field Facilities, is directly responsible for providing leadership and management oversight for the site coordination and operations at City of Edmonton Arenas and premier field facilities. This position is accountable for the overall coordination of the arena and field facilities at various sites throughout the City of Edmonton, as well as site operations including: supervision, performance reviews, learning plans, performance plans, and discipline of approximately 150 employees. (Recreation Facility Team Leaders, Crew Leaders, Arena Attendants, Labourers, Maintenance Repairman, and Servicepersons), as well as ensuring safe, secure, accessible, clean, customer-friendly facilities for citizens.

Outcomes include efficient and effective facility operations through:

- Leadership and management oversight for the site coordination and facility operations of City of Edmonton arena facilities, premier artificial rectangular and diamond fields, and track and field facilities, which includes approximately 150 employees at various levels that may include, Recreation Facility Team Leaders and Crew Leaders, Arena Attendants, Labourers, Maintenance Repairman, and Clerks and Servicepersons, including dealing with issues related to labour relations, pay administration, and employee performance
- Coordinating the various internal and external stakeholders, business partners, and outcome based service areas (example: programs, bookings, rentals, front counter, communications, commercial retail operators, facility maintenance, custodial services, etc.) to ensure the highest level of integration for the purposes of excellent public service and resource efficiencies
- Providing leadership and management of timely decisions, direction, advice and support in customer service, facility bookings/rentals, tournaments and sport events, programs and services
- Encouraging and supporting employee development, motivating employees, offering training and enhancement opportunities, and empowering staff to make decisions
- Determining staffing requirements and management of staff changes/levels. This includes making effective decisions on reviewing and assessing duties, responsibilities and workflow of the unit's staff to align duties to build team capacity and capitalize on its strengths, hiring, layoff, reallocation of resources, securing additional resources required to deliver services
- Collaborate in the planning process and implementation of Branch, Section, and facility business plans for recreation facilities that includes arenas and field facilities. Align service levels with Corporate priorities and strategic plans
- Preparation and implementation of 4-year operating and capital budget submission for recreation facilities and completion of monthly budget variance reporting and year end projections
- Collaboration and cooperation with the facility maintenance team including various technical advisors and tradespersons related to seasonal facility openings/closures, day-to-day and annual maintenance requirements including shutdown schedules and seasonal ice in/out planning
- On-going evaluation and investigating efficiencies within facilities and business processes
- Responsible for dealing with issues related to labour relations, arena and field facility bookings, customer service expectations, and employee performance. This includes investigating employee disciplinary matters, providing notice of investigations, and ensuring corrective measures are implemented as required. Addressing any absence issues under the attendance management program ensuring early intervention in the absence cycle and coordinating return to work plans
- Management response to recommendations from a variety of internal and external reviews and audit reports. Work closely with the facility bookings team to determine facility availability
- Lead, monitor, participate and track all aspects of the Occupational Health and Safety program at each facility, and ensure annual review of Joint Worksite Health & Safety committees, Hazard Assessment and Controls, Emergency Procedures, mock debriefing report
- Facilitation of partnerships with local, national and international recreation organizations to increase opportunities including Arena and Sport Field User Committees, Arena and sports field users, Edmonton Public and Catholic Schools, Edmonton Police Service, Community Leagues, Area Councils, Tenants, and commercial retail operators
- Other duties as required

Qualifications:

- A Bachelor's degree in Recreation Administration or related field
- Minimum 5 years experience in operations management with specific experience in arena operations would be an asset
- Demonstrated leadership and team building skills with ability to provide supervision to a large diverse group of people
- Strong verbal communication and interpersonal skills, with an ability to interact well with a diverse group of leaders, colleagues, staff, and citizens
- Knowledge and experience in operational financial management and budgeting
- Proficient in G-Suite including Gmail, Google Docs, and Google Sheets
- Human Resources including recruitment, coaching, performance development and management, and conflict resolution
- Demonstrated sensitivity to the political environment and possess strong political acumen to manage those sensitivities
- Strong project management skills with an ability to deliver projects in a timely manner and manage competing priorities and deadlines
- Experience working in a unionized environment would be considered an asset
- Conduct work in a manner that complies with the requirements set out in the City's Environmental Management System (EMS)
- Valid Alberta Class 5 driver's licence (or provincial equivalent). Obtaining and maintaining a City Driver's permit is a requirement of this position
- Must arrange own transportation to be reimbursed in accordance with City of Edmonton policy. This may require business auto insurance
- Hire is dependent upon a Police Information Check including Vulnerable Sector check satisfactory to the City of Edmonton
- Demonstrated ability to achieve results in the context of a respectful, inclusive, and service-minded style
- Embrace the Cultural Commitments of Safe, Helpful, Accountable, Integrated, and Excellent, and foster an environment that encourages others to do the same
- Demonstrate the key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based Influencer, Collaborative Networker, Systems Thinker, and Creative Innovator
- Management and Out-of-Scope positions at the City of Edmonton are being reviewed for possible inclusion in the Civic Service Union 52 bargaining unit. If this position is impacted, the incumbent will be notified accordingly

The City of Edmonton is committed to inclusive, respectful and equitable workplaces that represent the communities we serve. We continuously improve our systems, policies and practices to remove barriers and ensure our employees, in all their diversity, can succeed. We value applicants with a diverse range of skills, experiences and competencies, and encourage you to apply. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework here: <https://bit.ly/3hd2d95>.

The City of Edmonton strives to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation at any stage of the process, please contact Employment@edmonton.ca.

Up to 1 permanent, full-time position

Hours of Work: 36.9 hours per week, evenings and weekends as required

Salary: \$84,597 - \$120,852 (Annually)

Talent Acquisition Consultant: STD/BV

Classification Title: Supvr, Rec Facility Operations

Posting Date: Sep 9, 2021

Closing Date: Sep 19, 2021 11:59:00 PM (MDT)

Number of Openings (up to): 1 - Permanent Full-time

Union: Management

Department: Community and Recreation Facilities

Work Location(s): Jasper Place Site, 10030 - 167 St T5P 3W4