

# **THE CORPORATION OF THE TOWN OF COCHRANE**

<b>Job Title:</b>	Operations Supervisor
<b>Department:</b>	Community Services Department
<b>Hours of Work:</b>	Regular hours of work of 40 hours per week, Monday to Friday from 7:00 a.m. to 4:00 p.m. This position necessitates an extended schedule of evening and weekend work and requires the incumbent to assume final responsibility for efficiency in the duties and obligations as set forth herein.
<b>Contract</b>	This is a salaried management position
<b>Benefits</b>	As provided through current management package
<b>Immediate Supervisor:</b>	Director of Community Services
<b>Job Summary:</b>	Supervises the operation and maintenance of all department facilities and properties. The supervisor will provide leadership to the maintenance staff team in the daily operation of a group of town facilities while providing outstanding customer service. In addition to overseeing regular maintenance responsibilities, this position is accountable for ensuring quality cleaning standards are being met, monitoring the preventative maintenance of equipment and effectively maintaining material and supply inventory.
<b>Probationary Period:</b>	Six (6) Months

## **Essential Duties and Responsibilities**

### **Facility Operations**

- Ensures the day to day operations of facility components are operated in accordance with applicable regulations and legislation.
- Manages all maintenance activities and repairs performed by maintenance staff and contractors.
- Develops, recommends, evaluates and implements standards for facility maintenance and programs.
- Coordinates and follows-up on facility inspections, identifying areas in need of corrective maintenance or opportunities for preventative maintenance work.
- Implements, monitors, and maintains quality assurance & preventative maintenance programs.
- Ensures the effective and efficient operation and cleanliness of all recreation services and facilities.

- Responsible for the safe and efficient operation of facility systems; including decision making in emergency situations to protect the safety of the public and/or the protection and maintenance of municipal assets
- Provides leadership to the facility maintenance staff team through coaching, motivation, training and performance management ensuring effective teamwork, excellent customer service and high standards of work quality are met.

**Administration**

- Develops and manages daily work plans based on facility programming requirements.
- Assists and provides advice to the Director of Community Services in the preparation and updating of operational policies and procedures for the department.
- Work closely with other Managers to share Human Resources, equipment and other areas in finding operational efficiencies
- Prepares proposals and assists in obtaining Federal, Provincial and/or private funding for projects designed to meet the needs of the community and our user groups.
- Maintains records and control over all inventories/materials, invoicing, for all facilities.
- Provides input on the development of the annual operating budget, capital budget and 5-year forecast. Monitors, controls, and reports on the operating budget to ensure fiscal responsibility and that budget targets and service objectives are being effectively met.
- Manages service contracts with external vendors based on financial resources and schedule coordination
- Conducts regular staff meetings to ensure policies and procedures are communicated, quality standards are maintained and to provide an opportunity for staff to offer input.
- Complies with and assumes appropriate supervisory responsibility for compliance with all health and safety practices of the Department in accordance with standard operating guidelines and the Occupational Health & Safety Act
- Ensures compliance to applicable regulations and manages for risk and public safety.
- Maintains ongoing communication with program, facility and customer service staff to maintain a high level of team efficiency.
- Researches and monitors trends, customer requests and customer satisfaction result to help inform continuous improvement and effective facility operations.
- Performs other duties as assigned.

**Human Resource**

- Prepares or reviews appropriate work schedules for full time, part time and seasonal staff in the operations of the recreation department to maximize the use of staff resources and equipment according to Council Policy.
- Manages, administers and approves staff schedules, time sheets, vacation requests, and time off.
- Supervises staff, interviews, assists in hiring, carries out performance appraisals, and directs all Human Resource requirements for the Recreation Department following Council Policy.
- Coaches, counsels and motivates staff to establish and maintain a team approach to quality service.
- Ensures appropriate training for all operations staff including certification, first aid, WHMIS and safety requirements.

**Public**

- Prepares and distributes a monthly recreational newsletter (Web option).
- Attends, reports and provides liaison to department activities to Recreation and public meetings and acts as the secretary, as required.
- Responds and resolves all customer concerns, special requests, memberships, in compliance with established Council policies.
- Liaises with members of the public to promote Recreation Services.

**Requirements**

- Post-secondary diploma in Recreation and Leisure, Facility Management or a related field and/or a combination of relevant post-secondary education and related experience
- Minimum 3 years of of supervisory experience in facility operations within a recreation environment; preferably in a large multi-use recreational facility
- Experience in pool water chemistry, refrigeration plant operations, ice maintenance, facility operations (including facility automation, electrical, plumbing, security), building maintenance, HVAC systems and risk management
- Class B refrigeration certification, CIT, CPO, or RRFSS is an asset
- Experience in preventative maintenance management is an asset
- Proven ability to effectively manage and develop staff
- Sound analytical, decision making, financial control, report writing and leadership skills
- Experience with budget preparation and administration
- Sound knowledge of applicable legislation and regulations, i.e. OHSA
- Able to work with a wide variety of individuals with varying degrees of ability
- Able to work independently and respond to/make decisions in pressing/emergency situations
- Proven ability to develop and maintain strong community relations
- Current CPR and basic first aid qualifications
- Valid class G driver's license, with drivers abstract is required
- Satisfactory Criminal Record Check and Vulnerable Sector Screening