

JOB DESCRIPTION

Title: Recreation and Programming Manager

REPORTS TO: **Director of Community Services**

ESTABLISHED: October 2016

REVISED: July 2026

POSITION SUMMARY:

The Recreation and Programming Manager holds a key leadership position in the Community Services Department for the City of Melville. The Manager has responsibility for the utilization and programming of the CN Community Centre (CNCC), and recreation and community facility utilization and programming as well as parks maintenance and development. Works with community groups and organizations to build capacity so they become self-sustaining.

SUMMARY OF RESPONSIBILITIES:

- Working from the CNCC, directs the day-to-day and long-term utilization, programming and operations of the CNCC Complex, including contracted services and staff.
- Oversees the day-to-day operations and long-term programming and utilization of the Merv Moore Sportsplex, outdoor arenas, all parks/trails and the swimming pool.
- Oversees and administers budgets for all recreation and community programming as required.
- Efficiently and effectively co-ordinates scheduling and utilization of all municipal facilities, parks, trails and approved services.
- Trains, delegates, supervises and makes recommendations to the Director regarding the hiring and termination of staff.
- Provides leadership to staff and the Community Services Department.
- Directly oversees approved recreation and cultural programming and coordinates community programming and events, resources, agencies, cultural and volunteer groups, to meet community needs and build capacity and sustainability.
- In conjunction with the Manager of Protective Services and Facilities coordinates, plans and reports all repair and maintenance requirements and ensures timely follow-up.
- In conjunction with the Community Development/Events and Communications Manager, ensures public accessibility of corporate information through coordination of the City's website and other advertising medium; including the development of press releases and public relation initiatives; promoting recreation programming and community events.

- Research, review and prepare reports and recommendations on various facility, recreation and community programming services, opportunities and initiatives.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

1. Oversees the day-to-day and long-term operation of recreation facilities and staff and provides leadership and support to the Community Services Management Team.

- Work in conjunction with the Director of Community Services to ensure efficient utilization, maintenance and replacement of equipment.
- Oversee installation, maintenance and removal of ice surfaces.
- Support recreation staff who supervise the conduct of patrons and enforce the rules and regulations.
- Promote rental usage of the City facilities to the maximum degree possible without interfering with or limiting unduly the availability of facilities for public use.
- Be conversant with programs and policies available through Provincial and Federal agencies that can have a positive and/or negative impact on the City of Melville.
- Ensure the recreational facilities are prepared for all users.
- Ensure the safety of staff and patrons.
- Support and advice the Director of all applicable Federal, Provincial and private grants and fundings that will support sustainability of the department and the city run programs.
- Ensure that all documentation is completed including safety log, daily logbook, expense and purchase reports required for grant/funding reporting and ice measurements.
- Ensure that cash collections within the jurisdiction of the Community Services Department are made in accordance with procedures and controls specified by the Director of Finance.
- Ensure that on-going communication with user-groups is implemented and maintained.
- Ensure that all recreation and parks equipment are safe for patrons and staff and that all necessary safety equipment is provided for staff and ensure that they are at par with established safety code.
- Oversee feedbacks and concerns received from facility users and public and respond effectively to any concerns raised.
- Stand-by requirements.

2. Works effectively with Management Team, appropriately delegating work and makes recommendations to the Director in regards to staffing levels.

- Evaluate and supervise staff and direct reports, providing on-going encouragement and serving as a strong role model.
- Oversee recruitment, performance management, and corrective discipline and recommends the termination of staff to the Director.
- Oversee the assignment of staff schedules.
- Establish performance standards and assist in monitoring employee performance.

- Inspect work performed by operational staff when necessary to ensure approved standards are being met.
- Coach and ensure that staff practices quality customer service.
- Set clear, results-oriented goals with realistic and measurable outcomes.
- Provide staff with on-going and appropriate training and assist staff within the department to develop the necessary skills to be successful within the organization.
- Support and encourage initiatives within the community services department.
- Provide regular, appropriate and constructive feedback to staff.

3. Administer contracts for utilization, services and program delivery:

- Prepare specifications, tender documents and proposal requests.
- Manage the tendering process and the awarding of tenders.
- Ensure contractor performance is monitored.
- Approve payment of contracts, progress payments and final payments.
- Ensure necessary documentation is completed in a timely manner.
- Advise users and contractors of relevant City policies and regulations and monitor compliance.
- Liaise with contractors, user groups, volunteers, community groups, consultants and other specialists.

4. Implements policies, which have been approved by Council.

- Develop and oversee policies and procedures for the application of the programs and services within the department.
- Make recommendations to the Director regarding changes to and new policies to improve the operation of the community services department.
- Comply with all policies, rules and regulations of the municipality and the federal and provincial governments.

5. Preparing and administering budgets.

- Prepare and submit all recreation and community services programming budgets to the Director of Community Services.
- Monitor approved budgets ensuring there is no over-expenditure.
- Discover and implement ideas that promote the concept of providing better programs and services at lower cost.
- Assist in forecasting short and long-term facility programming and utilization needs, upgrades, replacements and expansions.

6. Provides leadership to the department and organization.

- Make recommendations to the Director regarding improvements in the operations, maintenance and programming of the department.

- Investigate new and/or different approaches to recreation and community programming and services and make recommendations to the Director.
- Assist in marketing recreational programs and services to meet or exceed the expectations of user groups.
- Participate or assign employees to actively participate in community groups, organizations, committees to promote the interests of the department.
- Complete special assignments as directed by the Director.
- Research and prepare reports for the Director.
- Stay current on legislation and its impact on the City's operations.
- Represent the City on various committees and at various meetings.
- Signing documents on behalf of the City as delegated by the responsibilities of the position and as authorized by the Director.
- Identify trends and evaluate their impact on existing facilities, programs and services.
- Take responsibility for ongoing personal and professional growth.
- Inform the Director of any situations that affect the Department and its ability to meet Departmental goals and objectives.

7. Other duties as required.

POSITION REQUIREMENTS:

To be effective in the performance of the position described above, an individual would require the following:

Knowledge:

- A demonstrated knowledge of working with and motivating staff in a unionized environment.
- Knowledge of recreation and community programs, recreation facility operations and maintenance of recreation parks and playgrounds.
- A knowledge of financial planning, budgeting, project management, tenders and contracts.
- Knowledge of safety and safety related issues regarding the maintenance and operation of recreational facilities.
- Knowledge of and ability to use appropriate software applications is required.
- A general knowledge of public relations and communications.
- A solid understanding of recreation marketing, programming and management of community recreation services.
- A knowledge of ice-making and ice maintenance.
- Experience working with boards, user groups and volunteers.
- An in-depth knowledge of programming needs and targets, community services and public relations.
- Strong administrative and organizational skills.
- Considerable knowledge of all legislation that might apply to municipal operations, reading and interpreting contracts and the collective agreement.
- Basic knowledge and understanding of Asset Management

Skills:

- Strong leadership, supervisory and human resource management skills are required. Including the ability to delegate, handle difficult situations and make sound and timely decisions.
- Strong financial management skills; including the ability to develop and monitor budgets and to achieve maximum benefit for each dollar spent.
- Planning, scheduling and coordinating skills are critical as well as a solid understanding of safety and building standards.
- Strong interpersonal skills, communication and presentation skills are required.
- Mature judgment and self-confidence to deal with emergency situations involving personnel and the public.
- Carry out the planning, operation and maintenance of all outdoor facilities such as outdoor rinks, ball diamonds, cemetery and playgrounds.
- Ongoing communication and evaluation with local organizations and individuals, the specific recreational, cultural and sport needs of the community and recommend policy and direction towards the satisfaction of such needs.
- To provide consultation to Community Agencies and Groups in planning their activities and programs.
- Proven ability to work with groups in a public setting and facilitation of work groups.

Education:

To have necessary knowledge to perform the duties of this position, the incumbent as a minimum should have or is required to possess a diploma or degree in either Recreation Administration, Recreation and Leisure Services Management, Recreation & Tourism Management, Kinesiology or a related field from a recognized post-secondary institution or similar type education.

Additional training in Landscape Applicator License, Parks Worker Course and Playground Inspection Certificate human resource management and/or general administration is an asset and may be considered in place of a degree/certificate where previous experience has been extensively demonstrated.

Also required:

- Certificate in Safety Management and/or extensive OHS and safety certification and WHMIS
- Valid First Aid, CPR and AED certificate

An asset:

- Certificate in Confined Space Entry, PME, Fall Protection, Hearing and Respiratory, Traffic, Dangerous Goods and trenching training

Other:

- Must possess and maintain a valid driver's license, maintain a clear criminal and vulnerable sector check and be bondable.
- Must possess a valid Arena Operator Level 2 certification
- Must possess or be willing to obtain within 6 months of employment the Swimming Pool Operators Course

Experience:

The skills listed above will likely have been gained through a minimum of eight years of directly related experience in progressively more responsible positions. An equivalent combination of education and experience may be considered.

How to Apply

Please submit your resume and cover letter to **Soumojit (Rony) Chakraborty** at schakraborty@melville.ca.

If you have any questions about the position, please contact Rony at **306-728-6860**.

This posting will remain open until the position is filled.