

Position Title:

**Supervisor, Operations
Garden City Community Centre and 7Oaks Sportsplex**

Position Status: Permanent Full Time Temporary Position
 Permanent Part Time Casual / On Call

Position Description

<i>Reports & responsible to:</i>	General Manager, Garden City Community Centre
<i>Position summary:</i>	This position is responsible for all operational aspects of GCCC and Seven Oaks Sportsplex and the exterior grounds, supervising a full-time and part-time team of Rink Attendants, and ensuring an exceptional standard of ice quality, safety, and technical operation while adhering to approved budget parameters.
<i>Detailed Responsibilities:</i>	<p><u>Ongoing:</u></p> <ul style="list-style-type: none"> • Working with the General Manager, responsible for the daily operation and maintenance of the facility and all systems, including: HVAC, AV, lighting, ice making, fire protection, safety, scoreboard, communication etc – including but not limited to: <ul style="list-style-type: none"> ○ Ensure proper building standards and best practices are in place and facility is in compliance with all necessary Health and Safety Regulations; ○ Work with the General Manager to plan for and execute daily requirements and seasonal/annual maintenance projects. ○ Assist staff with the daily operation of facility as required, including ice resurfacing and maintenance, building maintenance, after hours system monitoring, and customer service. ○ Lead removal of the ice in the arenas as required. • <i>Staff Scheduling.</i> Responsible for the scheduling of all Operations staff. • <i>Training & Recruitment.</i> Responsible for assisting with the hiring of new staff and related training. • <i>Reporting.</i> Ensure logs and controls are maintained including but not limited to ice maintenance, equipment maintenance, and mechanical maintenance. • <i>Programming Support.</i> Assist programming staff with responsive service, providing excellent customer service and responding to requests, including setup and technical requirements for events are executed per specifications; • Other duties as assigned by the General Manager/Board of Directors.

<i>Qualifications:</i>	<ul style="list-style-type: none">• Minimum 5 years previous experience in recreation and/or related-venue facility management;• Class “W” Refrigeration Operator Certificate;• Minimum 5 years experience in ice maintenance, including resurfacing, maintenance, installation and removal.• Handyman skills in carpentry, plumbing and electrical;• Certification in first aid, CPR, defibrillation;• Able to work independently;• Excellent problem solving and organizational skills, with a personal hands-on approach;• Strong verbal/written communication and interpersonal skills in dealing with the public, athletes, hockey associations, sponsors, staff, patrons;• The ability to manage multiple and competing demands,
<i>Job specific requirements</i>	<ul style="list-style-type: none">• Able to work flexible hours, including ability to work evenings and weekends if required.• Able to work in an environment with multiple and competing demands, while maintaining a professional and courteous demeanor.• Be a team player, working with colleagues sharing a common goal of providing a <i>Superior Patron Experience</i>.
<i>Compensation/Benefits:</i>	Competitive salary and benefits package.