

Job Class Profile: Recreation Centre Assistant Manager

Pay Level: CG-28 **Point Band:** 578-621

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	4	3	4	3	4	4	2	5	
Points	140	67	19	19	90	87	83	43	54	602

JOB SUMMARY

The Recreation Centre Assistant Manager performs administrative work assisting in directing, managing, and supervising a Provincial Recreation Centre.

Key and Periodic Activities

- Assists the manager in supervising a Provincial Recreation Centre and grounds.
- Advises amateur sport groups and the general public regarding scheduling for special events such as clinics and tournaments including accommodations, charges, needs, transportation, changes of schedules, etc.
- Observes special events to ensure that facilities and equipment are being used properly, supplies are available, and problems are resolved.
- Manages the swimming pool, prepares schedules, makes bookings for time allocations, obtains instructors and lifeguards, arranges learn-to-swim progression classes, conducts registration for classes, answers correspondence and phone calls concerning swimming programs, ensures supplies for pool operation are on hand and that all mechanical equipment is working properly.
- Assists in planning, assigning and overseeing the work of staff engaged in the custodial, repair, and maintenance work of a provincial recreation centre.
- Conducts inspections on buildings when required. Determines repairs required, and consults with respective departments regarding renovations and maintenance of facilities and buildings.
- Requisitions general supplies (i.e. maintenance, sporting equipment) and maintains inventory of all equipment.
- Supervises the daily operation of the canteen concession.
- Participates in the management and supervision of the Provincial Recreation Centre Dormitory to ensure the comfort of residents and that facilities and recreation are available.
- Recommends types of equipment to purchase and personnel required.
- Prepares a variety of reports and correspondence such as financial, equipment and maintenance, estimates, progress reports, activities, etc.

SKILL

Knowledge

General and Specific Knowledge:

- Operation of recreation facilities and equipment required for various sporting activities.

Formal Education and/or Certification(s):

- Minimum: High School Diploma supplemented by the completion of approved college level course work in accounting, commerce, or business administration.

Years of Experience:

- Minimum: 2-3 years experience in a supervisory capacity with experience working in a recreation program.

Competencies:

- Oral and written communication skills
- Operate a computer to prepare documents and reports

Interpersonal Skills

- A range of interpersonal skills are used including listening to information from staff; asking questions to obtain information; providing routine information to sporting groups and the general public regarding scheduling for public or special events or for the use of the centre's facilities; consulting with departmental staff and Recreation Centre Manager regarding repairs/renovations to the facility; attends special events to ensure the facilities and equipment are being used properly, supplies are available, and works with staff and clients to resolve problems; communicates with the general public or groups who are upset/angry regarding inability to book the centre for certain dates/events/swimming lessons, or talking to clients regarding appropriate/inappropriate use of equipment.
- Communications occur with employees within the immediate work area and department and with members of external organizations such as amateur sports groups and the general public.
- The most significant and frequent contacts are with: (1) general public/clients/facility users in the scheduling of events and use of the centre or swimming pool; (2) departmental representatives regarding maintenance and facility renovations; (3) supervisor/Recreation Centre Manager I.

EFFORT**Physical Effort**

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is a regular requirement to lift objects up to 25 lbs. during building inspections or when performing inventory, as well as a daily requirement to lift sporting equipment, maintenance and canteen supplies.
- Standing and walking within the centre is required when observing activities or conducting inspections.
- Fine finger precision is required work when using a computer.

Concentration

- **Visual concentration** is required when monitoring the centre and its grounds, observing the facility for cleanliness and proper maintenance, and using a computer.
- **Auditory concentration** is required when listening to clients/users of the centre regarding scheduling events and activities to ensure all their needs are met; listening and observing at special events/activities to ensure the facility and its equipment is being used appropriately, often in a loud environment.
- **Alertness to ensure the health and safety** of facility users is required.
- **Higher than normal levels of attentiveness** may be required during special events.

- **Time pressures/deadlines** exist regarding scheduling of public events, special events, swimming lessons, and submission of reports.
- **Exact results and precision** is required for preparation of reports such as financial, equipment, maintenance, progress reports, activities, etc.

Complexity

- Work typically involves tasks and activities that are different but allow for the use of similar skills and knowledge (maintenance, administrative).
- Problems tend to be simple and well-defined with obvious solutions. Typical challenges occur in relation to the scheduling of events and ensuring the centre and its equipment are being used as intended.
- May reference internal policies, procedures, and guidelines or consult with the supervisor to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally prescribed or controlled. Work is reviewed through frequent regular meetings with an administrative superior and review of reports. Expected to manage and direct the Centre in the Manager's absence.
- Assists in supervising the centre and its grounds, advises groups and the public regarding scheduling for events, observes during events and takes action as necessary, assists in planning and overseeing the work of staff engaged in custodial/repair/maintenance work, supervises the operation of daily canteen concessions, and makes recommendations on types of equipment to purchase or personnel needed.
- Discretion and judgement are exercised when dealing with the public and scheduling events for groups to ensure their needs can be met.

Impact

- Generally has impact (positive or negative) on the immediate work area, the organization, on general public, as well as on equipment, finances, and information.
- Errors can negatively impact the scheduling of events resulting in groups or patrons not being able to obtain the required booking date, lack of appropriate staffing or supplies for an event or for the centre in general.
- Errors or mistakes are resolved as quickly as possible but could take considerable time depending on the nature of the error.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Assists the Recreation Centre Manager in planning, assigning, and overseeing the work of staff engaged in custodial, repair, and maintenance work at the centre.

WORKING CONDITIONS

Environmental Working Conditions

- Safety equipment and special precautions are in place for the safe use of recreation centre facilities.
- There is a limited likelihood of minor cuts, bruises, abrasions, minor illnesses, abrasions or

other injuries resulting in partial disability given safety rules are followed.

- Constantly exposed to a range of environmental working conditions while performing duties including unusual or distracting noise, wet and slippery surfaces, hazardous chemicals, and awkward and confining spaces when performing inventory or inspections.