

Job Class Profile: Recreation Centre Manager I**Pay Level: CG-32 Point Band: 704-717**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	5	3	4	4	5	4	4	5	
Points	140	83	19	19	120	108	83	86	54	712

JOB SUMMARY

The Recreation Centre Manager I performs responsible administrative and supervisory work in directing, managing and supervising the Provincial Recreation Centre.

Key and Periodic Activities

- Supervises the Provincial Recreation Centre and grounds. Advises amateur sports groups and the general public regarding scheduling for special events (clinics), public events (tournaments) which relate to accommodation, charges, needs, transportation, changes of schedules, etc.
- Observes during a majority of special events to ensure that facilities and equipment are being used properly, supplies are available and resolves any problems that might arise.
- Plans, assigns and oversees the work of employees engaged in the custodial, repair and maintenance work of a provincial recreation centre.
- Conducts inspections on buildings, determines repairs to be needed, 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 the equipment in the Centre.
- Supervises the canteen concession, maintains the accounts, determines equipment and supplies needed, and ensures cleanliness and proper maintenance of the facility.
- Manages and supervises the Provincial Recreation Dormitory to ensure comfort of residents, and that facilities and recreation are available. Recommends type of equipment to purchase or hire, and personnel needed.
- Prepares a variety of reports and correspondence relating to the operations of the Centre 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: 4-5 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 and special events or for the use of the centre's facilities; providing direction to staff regarding duties and operations; consulting with departmental staff 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; communicating with general public or groups who are upset/angry regarding inability to book the centre for certain dates, or talking to clients regarding appropriate/inappropriate use of equipment and gaining the cooperation of others to achieve results.
- 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 the general public/clients/facility users in the scheduling of events and use of the facility, departmental representatives regarding maintenance and facility renovations and supervisor/manager.

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 work is required when using a computer.

Concentration

- **Visual concentration** is required when supervising and overseeing the centre and its grounds, observing the facility for cleanliness and proper maintenance, using a computer, and conducting inspections.
- **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, and submission of reports.
- **Exact results and precision** is required for preparation of reports relating to the operation of the centre such as financial, equipment, maintenance, progress reports, activities, etc. Also required during inspection of buildings, inventory of supplies and equipment, and maintaining accounts.

Complexity

- Work typically involves tasks and activities that are different but allow for the use of similar skills and knowledge (maintenance, supervisory, 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 inspection, reports, and conferences with an administrative supervisor.
- Supervises the centre and its grounds, advises groups and the public regarding scheduling for events, observes during events and takes action as necessary, conducts building inspections, plans and oversees the work of staff engaged in custodial/repair/maintenance work, supervises the canteen concession, manages and supervises the dormitory and makes recommendations on types of equipment to purchase or personnel needed.
- Supervisory approval needed for approval of leave and changes in operating policies or procedures.
- Discretion and judgement are exercised when performing inspections, overseeing the work of staff, and scheduling events for groups and the general public 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. Errors during building inspections can result in potential health and safety issues to staff and patrons. If the centre closes due to mechanical maintenance errors or other errors there could be a resulting loss in revenue from patrons.
- Errors or mistakes are resolved as quickly as possible but could take considerable time depending on the nature of the error (i.e. if an error causes the centre to close).

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a small

size work group of employees (1 to 4 employees).

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.