



POSTING
Recreation and Leisure Supervisor
Full-time Permanent Opportunity

Why Choose Loyalist for Your Next Great Career Opportunity? *Loyalist Township is committed to developing leaders who are passionate about making a difference. We support leaders to grow their strengths in managing others. Plus, we like to have fun while accomplishing great things for our residents! As the fastest growing municipality in eastern Ontario, we have many exciting projects on the horizon including design of a new aquatic facility, upgrades to our recreation centre and parks and sports field improvements! It is an exciting time to be part of the Loyalist Township team.*

Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and benefits, including a defined benefit pension plan (OMERS) and free counselling services for staff and their families. Service to our community and each other is what we do.

Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between the Town of Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with a number of smaller hamlets throughout, including its very own island community, accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts an amazing downtown core right on Lake Ontario, full of excellent restaurants and night life offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.

What do You Offer Loyalist as a Skilled Leader? *You bring a positive approach to challenges with a can-do attitude. You inspire trust and genuinely want the best for people: both inside the organization and in the community we serve. You value making a difference for the public and contributing to a great team environment. You bring technical expertise in recreation and leisure management. You want to grow and develop as a leader of others. You strive every day to provide the best customer service to our community.*

File No: 2022-79 Recreation and Leisure Supervisor
Hours: 35 per week
Salary: \$77,604 - \$89,453 Annually (\$42.64 - \$49.15/hr.)
Closing: November 20, 2022, 11:59 p.m.

A detailed job description is below. Please submit your cover letter and resume using the online form by selecting the apply now button:

[**APPLY NOW!**](#)



JOB DESCRIPTION

POSITION TITLE: RECREATION AND LEISURE SUPERVISOR

REPORTS TO: MANAGER OF RECREATION AND FACILITIES

CATEGORY: PERMANENT FULL-TIME

UPDATED: OCTOBER 2022

POSITION SUMMARY:

This role is an integral part of recreation and leisure programming and customer service, including contribution to the achievement of the Strategic Plan and Recreation Masterplan. The Supervisor will provide guidance and supervision for Recreation services and administration including the development, promotion and operation of recreation programs, promotion and contracting of facility and park rentals, and collaboration with community groups.

This role works collaboratively with colleagues for the successful delivery of programs and rentals at Township parks and facilities including the successful delivery of both community and Township led events. The Supervisor ensures that an exceptional level of service is provided to all customers and to the community.

MINIMUM QUALIFICATIONS:

- Completion of post-secondary education in Recreation and Leisure, Business Administration, or related field of study.
- Three years' experience in planning, coordinating and supervising recreation programming in a municipal environment combined with experience in the delivery and supervision of customer service.
- Two years of supervisory experience, preferably in a unionized environment.
- Experience in planning, coordinating, and supervising aquatic programming and services is an asset.
- Designation, professional development, and/or membership with a regulatory body, such as the Ontario Recreation Facilities Association; Ontario Parks Association; Canadian Parks and Recreation Association; Parks and Recreation Ontario is an asset.
- Possession of current First Aid and CPR certificates or willing to obtain.
- Certification as a joint health and safety committee member with experience as an active member is an asset.
- Required to obtain and maintain satisfactory CPIC (Criminal Record Check).
- Required to possess and maintain valid Class "G" driver's license, with a clean driving record and access to a reliable personal vehicle for business use.
- Ability to work a varied schedule, including evenings and weekends, and required to be on-call to respond to issues as they arise.

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to fully engage and motivate; lead and retain a workforce of union and non-union employees through implementation of sound talent management practices; ability to build strong, effective teams and a positive, productive work environment.
- Knowledge of the planning and delivery, including legal framework, related to recreation, leisure, and aquatics programs.
- Computer proficiency in a variety of applications including Microsoft Office, web- and cloud-based software; familiarity with Xplor (formerly known as PerfectMind), iCity (Vadim) and CityWide software is an asset.
- Strong interpersonal skills with the ability to build trust and cooperation through active listening, and ability to deal with conflicting views with tact and diplomacy, and conflict resolution and de-escalation skills.
- Excellent verbal and written communication skills, including the ability to write reports, and maintain and communicate data and information.
- Customer service and public relations skills, the ability to be professional and courteous when interacting with staff and the public at role-model level.
- Proficient time management and record keeping skills and flexibility in adjusting changing priorities. The ability to adapt and effectively handle multiple demands and conflicting priorities.
- Remain current with legislation, industry standards and best practices as well as demonstrate a commitment to continuous learning.
- Good problem-solving and analytical skills with the ability to make sound and timely decisions under stressful conditions, including the ability to conduct quality research and analysis.
- Understanding of the dynamics of a political organization and the importance of confidentiality, while navigating politically sensitive solutions.
- Familiarity with principles and practices of public administration, including budgeting, purchasing, and the maintenance of public records.
- A working knowledge of risk assessment and management in a recreation setting.

KEY RESPONSIBILITIES:

Front Line Supervision

- Support talent management processes, training and development, and health and safety protection for the assigned team.
- Schedule, assign work and ensure timesheets are accurate, approved and submitted.
- Provide recommendations and assist with the maintenance of up-to-date job descriptions.
- Hiring, orientation and training of new employees as approved.
- Frequently engage in two-way communication with staff regarding Divisional and corporate plans, priorities, and objectives, linking them to the Strategic Plan and other associated plans and studies, ensuring staff understand how they make a difference for the Township.
- Ensure the performance management process is continual, by providing frequent caring, positive and constructive feedback to staff, focusing on strengths and opportunities for development, completing the performance dialogue process.
- When necessary, address performance improvement requirements in a timely and consistent manner and working with Human Resources to undertake progressive discipline where required.
- Ensure attendance is managed, working with Human Resources to address concerns, and support staff who have accommodation needs, while also addressing culpable problems, such as lateness, consistently.

- Perform employee relations duties to address complaints and collaborate with Human Resources on problem-solving.
- Promote a health and safety culture by regularly holding safety talks, ensuring policies and practices are up-to-date and complied with, and ensuring a safe work environment.
- Monitor the training and certification requirements of staff and ensure that appropriate levels of training and certifications are maintained and make recommendations for succession development.
- Report and investigate, with others, all incidents involving personal injury and/or equipment or property damage to determine root cause(s) and make recommendations on corrective actions.
- When requested, provide supervision, in the absence of other Supervisors within the Division.
- When requested, provide supervision to other staff in the department, in the absence of the Manager.
- Responsible as a Supervisor for health and safety, including enforcing health and safety within requirements of legislation and policies, regularly holding safety talks and recording these, acting on reported hazards, and ensuring a safe and clean environment is maintained.

Operational Support

- Stay current with recreation trends and through effective leadership ensure that program evaluations are carried out; conduct market studies, surveys, and investigate community recreation needs and make recommendations based on the evaluations of these reports.
- With Corporate Communications:
 - Develop, coordinate, and implement an annual marketing strategy for the promotion of recreation programs and provide public information by utilizing all local media including maintaining the associated pages of the Loyalist Township website within corporate guidelines.
 - Promote and market the use of all Township parks and recreation facilities to maximize revenues.
- With the Heritage, Culture and Tourism division:
 - Oversee the development and implementation of Township special events in collaboration with other divisions.
 - Coordination of community special event rental agreements for Township parks and facilities.
- Maintain frequent communication with the Supervisor of Parks and Facilities or designate regarding parks and facility operations with respect to the delivery of scheduled programming and rentals.
- Establish and maintain a positive working relationship with all Township community and customer groups.
- In accordance with approved policies oversee the development and coordination of bookings and associated rental agreements for Township parks and facilities. Maintain signed and complete rental agreements for bookings.
- Co-ordinate with community and customer groups using Township facilities to ensure event success including effective and timely internal communications.
- Oversee the delivery of customer service and administration for the Recreation and Facilities Division ensuring that internal and external customers receive exceptional service.
- Collaborate with division colleagues to ensure that all information available to staff is relevant and current as Recreation Service Representatives and the Recreation Clerks are the first point of contact for customers whenever possible.

- Investigate and respond to complaints or enquiries from customer groups and the public, working to resolve problems through personal contact.

Overall Administration

- Contribute to the budget planning process for recreation programming and administration, identifying staffing, operating revenues and expenses and any capital budget requirements. Upon approval and as per corporate policies, administer budget, including program and facility revenue statistics, procurement, and payroll.
- Develop and implement procedures for recreation including administration and customer service.
- Monitor material and supply volumes, exercise signing authority as designated and per Township policies to purchase supplies/equipment from both operational and capital budgets.
- Responsible for accounts receivable of all rental agreements and recreation program accounts and follow up on delinquent accounts.
- Accurately complete documentation, records, and reports, as required.
- Responsible for overall administration of facility booking and program registration software.
- Answer inquiries concerning recreation and municipal services.
- Responsible for file administration ensuring corporate records management procedures are adhered to.
- Assist with the preparation of Quotation, Tender or Request for Proposal or other procurement documents as directed.
- Protect own health and safety and the safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety.
- Follow all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

WORKING RELATIONSHIPS:

Internal: Regular communication with all Recreation & Facilities Division staff, Community & Customer Services Department staff, other municipal departments.

External: Community and Customer Groups, individual patrons, taxpayers/ratepayers, Contracted Service Providers, vendors, other municipalities, and agencies.

WORKING CONDITIONS:

- Normal office environment working conditions apply.
- Due to the proximity of the pool and ice rink, there may be some exposure to noise, odours, and other related hazards.
- Will be required to attend work outside of regular office hours.
- May be seated for long periods (2-3 hours).

Note: *The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete description. Loyalist Township reserves the right to amend this position description at any time.*