

Town of Wasaga Beach



JOB DESCRIPTION

Department: Recreation & Facilities	Division: Facilities
Effective Date: July 1, 2023	Revision Date: January 2025
Approved By: Director of Recreation, Events and Facilities	Wage Range: \$61.80 to \$72.30
Hours of Work: 35 Hours/week	Value Group: 9

JOB TITLE:

Manager of Facilities

REPORTS TO:

Director of Recreation and Facilities

SUBORDINATE POSITIONS:

Direct: Facility Foreperson(s) (2)

Indirect: Full-Time Employees (~12), Part-Time and Contract Employees as well as contracted services (~7 plus various contract representatives and department Admin staff).

JOB PURPOSE:

Responsible for the management, supervision and implementation of building operations at Town Facilities. Responsibilities included: asset management, energy conservation, facility legislative compliance, operations cleaning and maintenance programs, administrative procedures, full life cycle of facilities project management, supporting annual operational and capital budget preparation as well as leadership and supervision of staff; Act as a primary after-hours contact in the event of emergencies and/or when on-call team members are unavailable to respond.

TASKS:

1. **Oversee and Support Facilities Operations**

% of Time

40%

- Plan, oversee and coordinate Facility related maintenance and cleaning activities to all delegated facilities within established budgets, policies and directives of the Town;
- Winter walkway sanding/salting and snow removal operations at delegated facilities
- Signage, security, access, key and camera systems including regulatory requirements at all delegated Town facilities
- Provide support to the Town customer service, recreation and fleet staff as well as beachfront operations as they relate to facility maintenance schedules and planning as required;

- Ensure garbage and recycling programs are deliberately user friendly as well as maximizing recycling and minimizing waste;
- Oversight of ice installation, maintenance and plant upkeep, monitoring and refurbishment;
- Pool maintenance oversight including plant upkeep, monitoring and refurbishment in partnership with the YMCA;
- Ensuring service levels are satisfactorily maintained, health regulations are adhered to, and that other applicable regulatory standards are complied with in the operation of pools, filtration systems, refrigeration plant, and general building operations;
- HVAC, plumbing, electrical, locks, alarm systems;
- Collaborate with departments as it relates to facilities, events and snow-clearing etc.

2. Procurement and Administration

20%

- Plan, oversee and coordinate equipment maintenance and replacement, contractors and construction projects where applicable to the Town's facility operational program requirements within established budgets, policies and directives of the Town;
- Oversees all facility related matters with Town Asset Management plan, as well as Energy Conservation and Demand planning;
 - Monthly update reports as well as consistent audits of all relevant facilities including annual appraisals informing budget and forecast planning
 - Construction meetings and inspections as necessary for Capital Projects and routine maintenance requirements;
 - Administers service and construction/renovations contracts including preparing and/or coordinating the preparation of tender specifications and request for proposals, bid/tender analysis, associated recommendation/report preparation, monitoring work of consultants and contractor performance, and recommending progress draws/invoices for payment and changes as required;
 - Responsible for Town compliance with regulated facility requirements including building permits and site plan approvals as well as TSSA and ESA reporting and all legislated structural reviews;
 - Assess and monitor the use of facilities and assists in the overall planning processes for new facility requirements including needs assessment, building program development, conceptual design and specifications through to project completion;
- Prepares and recommends to Director, annual operating and capital budget submissions for assigned facilities; administers budget allocations including purchasing approved supplies and equipment, ensuring appropriate supply inventories are maintained, and authorizing accounts for payment; monitors and analyses funding and expenditures and regularly reports/makes recommendations to Director on actions required to meet budget and funding approvals
- Assist with the preparation of annual operating and capital budgets in addition to procurement and management of materials, forecasting plans, contracts, sub-contractors and controlling budget-associated costs.
- Assesses staffing needs; makes recommendations for new and/or seasonal/part-time complement;
- Prepares reports and recommendations and attends associated departmental, Council, committee and external meetings as required;

- Participate in Labour Management Committee Meetings (unionized environment);
- Documents regular inspections of designated facilities to evaluate quality and scope of work being performed by staff and takes action to ensure standards are maintained/work is completed;

3. Public Inquires and Communication

20%

- Investigate and respond to public and user group inquiries and complaints in person, on-line and over the phone as it relates to the facilities division and resolve issues in keeping with the Town policies and directives
- Responds to inquiries from and/or liaises with other customer service staff, residents, facility users, sport and community groups, internal departments, Library staff, suppliers, etc. on service requests and work order activities, facility permits, special events, cleaning and maintenance issues/requirements, equipment, and other facility operations matters;
- Maintains open positive public relations addressing concerns or complaints in an expedient and professional manner; provides ongoing education and exchange of information;
- Participates in a collaborative manner with all program delivery stakeholders to ensure that building operation requirements and logistics are in place to meet the needs of program and service delivery;
- Liaises with facility users, community groups, other departments/levels of government, professional agencies/associations, consultants, contractors, etc. on facilities renovations, operations, rentals, and/or other matters as required
- Supports coordination of “set-ups” and logistic requirements for permitted uses and special events at assigned facilities including audio visual systems, kitchens and related services overseen by forepersons and facilities staff;
- Provides input to, and participates in the preparation of bi-annual rec-guide and/or other departmental promotional material as required;
- Provides support to the Director of Recreation and Facilities including research and special projects completion i.e. facility capital replacement study
- Participates in the annual and/or seasonal booking allocations, meetings for indoor facilities including prioritizing applications, community group/facility user liaison duties, negotiating changes with applicants to facilitate booking logistics address expectations of all stakeholders including special event requirements follow-up; making recommendations on justified rental fees; and for developing marketing strategies to optimize facility rental revenues, where appropriate;

4. Supervision

20%

- Provides leadership and supervision to Facility Foreperson's and operations staff that cultivates a work environment of proactive facility support for all programs and services;
- Strategically work-plans facility staff including efficient scheduling of work, sufficient staff training/development, new hire orientation, health and safety and other regulatory compliance and performance management, coaching/mentoring, collective agreement administration, time and attendance approval, and overtime/vacation authorization, payroll submissions, progressive discipline, and termination recommendations;

- Develop staffing schedule principles and work program to ensure a consistent standard of care including preventative maintenance structures that address requirements and concerns for all facility user groups and stakeholders at the Town's recreation facilities including but not limited to RecPlex, Wasaga Stars Arena and Wasaga Beach Public Library, Youth Centre and the Sunnidale Elementary School as needed.
- Prepares on-call schedules and triage planning to support frontline and foreperson work plan efficiency;
- Ensures staff are knowledgeable of applicable health and safety legislation, and that employees are trained and practice safe program delivery, operation of equipment, materials handling, and safe work practices;
- Ensures operations staff are trained to act appropriately in emergency situations; that documented procedural information is available and that necessary reports/follow-up to such incidents are completed and filed;
- Facilitates staff meetings within the department as required;
- Organize training in various capacities and disciplines for department staff (i.e. driver training, confined space, working at heights, propane, fire plans, customer service etc.);
- Conducts Accident and Incident Investigation Reports, when there is a medical injury to an employee or damage related to department staff operations and Town assets;

QUALIFICATIONS / EDUCATION:

- Completion of a post-secondary degree in Facility Management, Engineering Technologist Diploma or related discipline, licensed trade or significant related professional and municipal experience;
- Demonstrated knowledge of safety standards and facility maintenance best practices, including the Ontario Building Code, AODA, Occupational Health and Safety Act and other applicable legislation;
- Supervisory experience in a unionized environment considered an asset;
- Excellent leadership skills with proven ability to communicate effectively with all levels of staff, elected officials, the media and general public;
- Excellent analytical, planning, organizing, conflict management and leadership skills;
- Excellent conflict resolution and project/time management skills;
- Excellent verbal and written communication skills with proven ability in creating reports, records and statistics;
- Proficiency with computers and software (i.e. Microsoft Word, Publisher, Excel, web programs);
- Ability to interpret plans, maps and other technical drawings and applications;
- Budget and project management experience considered an asset;
- Valid Ontario Class "G" Drivers License and appropriate criminal records check.

PROFESSIONAL DESIGNATION:

- Certified Recreation Facilities Professional (CRFP), designation considered an asset;

1 EXPERIENCE:

- Five (5) years previous related job experience, three (3) years on the job, eight (8) years total relevant experience.

ACKNOWLEDGEMENT OF RECEIPT:

Please print and sign name.

Employee

Date

HR/Manager

Date

Department Head

Date