

THERECC.CA

JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

OPERATIONS MANAGER

Full/Part time - REPORTS TO DIRECTOR OPERATIONS

WAGE: Negotiable, based on experience

Benefits package | 2 weeks' vacation | Special Leave and Holiday Pay | Full RECC Facility Family Membership

Reporting to the Director of Operations, the Operations Manager is responsible to provide leadership to Facility Operators and Custodial Staff to ensure a welcoming atmosphere for RECC members, guests and staff through maintaining the equipment and systems within the building envelope. The Operations Manager will ensure quality performance across the operations department by providing leadership for all staff & users while maintaining a focus on risk reduction and safety, quality workmanship, teamwork, and overall all systems performance. This key position will support the Director of Operations to facilitate special projects, ensure quality performance and supervision of staff and contractors while implementing strategies to support asset management of the facility.

DUTIES AND RESPONSIBILITIES (Included, but not limited to)

- ▶ Manages, coordinates and performs tasks required for the safe and proper operation of a facility that includes an arena, pools, fitness center and rock climbing wall.
- ▶ Manages, coordinates Operators & Custodian schedules and outsources sub trades and contractors as required to ensure daily, weekly, monthly and annual preventative maintenance schedules are adhered.
- ▶ Supports the Director of Operations to achieve necessary financial investment for quality asset management and adherence to departmental budgeting.
- ▶ Hires, trains, schedules and provides performance management to Operators and Custodial staff in conjunction with the Director of Operations and within the department's budget.
- ▶ Provides leadership and professional development opportunities for Custodial/Operators to ensure necessary training and certifications are achieved.
- ▶ Supports the Director of Operations to ensure reports and work orders are completed, including incident reports concerning the operation and use of facilities.
- ▶ Provides leadership within the operations department to ensure routine inspections are completed while also operating equipment such as BMS, HVAC, refrigeration equipment, pool filtration equipment and grounds maintenance equipment.
- ▶ Maintains a department schedule to ensure that the ice and operates ice resurfacing equipment meets the required operational standards as assigned by the Director of Operations.
- ▶ Ensures departmental maintenance for the swimming pools is achieved for safe operation and leads the department by example.
- ▶ Schedules conversion staff and performs a leading role to ensure set up and take down equipment and furnishings for all types of venue events, programs, public functions and sports activities are on schedule and performed in a safe manner.
- ▶ Respond to work orders as received and provide the Director of Operations status reports while prioritizing tasks when appropriate based on code requirements, safety, and membership relevant needs.
- ▶ Facilitates performance management amongst staff in conjunction with the Director of Operations.
- ▶ Assigns work orders to other operators within the department and follows up to ensure completion and quality workmanship.
- ▶ Acts as the site supervisor when the Director of Operations is not available or onsite.
- ▶ Manages and maintains all records and log books and leads by example by providing daily safety and security checks of the facility, while ensure all staff/contractor adherence.

DUTIES AND RESPONSIBILITIES (Included, but not limited to)

- ▶ Respond to emergency call outs at the facility, as required
- ▶ Report fire or medical emergencies and complete incident reporting procedures
- ▶ Ensures an organized system of work within the department, such as the cleanliness of dressing rooms, hallways, and ensure proper inventory controls.
- ▶ Must be physically capable of performing required duties.
- ▶ Performs other related duties as assigned

QUALIFICATIONS AND REQUIREMENTS

- ▶ 3+ years management experience within facility operations and maintenance
- ▶ Post-secondary training (University Degree or College Diploma within the field (project management, engineering, etc.)
- ▶ Experience managing and providing leadership to a staff team while interacting with multiple levels of staff, patrons and users and maintaining positive morale.
- ▶ Strong interpersonal and communication skills
- ▶ Be flexible in a fast paced environment, multi-tasking as required
- ▶ Ability to establish and maintain respectful, cooperative, and professional working relationships with staff, members and visitors
- ▶ Knowledge of Building Management Systems and software operation
- ▶ Adhere to OHS and RECC policies and procedures
- ▶ Demonstrates exceptional problem solving skills and attention to detail
- ▶ Strong mechanical & electrical aptitudes
- ▶ Read blueprints and schematics
- ▶ Efficiently operate and maintain ice resurfacing equipment or willing to learn
- ▶ Operate and maintain facility equipment (i.e. Fitness equipment, janitorial, snow removal equipment, Lawn Care equipment, etc.)
- ▶ General facility maintenance repairs (ex. Carpentry, drywall repairs, painting, Plumbing, electrical, etc.)
Must be familiar with the Occupational Health and Safety Act, including WHMIS procedures and the provisions and legislation that apply to this work.
- ▶ Ensure appropriate maintenance standards for fire and safety conditions.
- ▶ Maintain Standard First Aid certification.
- ▶ Use of hand tools and mechanical equipment to conduct mechanical repairs associated with the facility.
- ▶ Must be capable of working in all adverse weather conditions.
- ▶ Must be available to work shifts, evenings and weekends
- ▶ Will be required to have (or obtain) a Certified Pool Operator's Certificate
- ▶ Aerial lift and/or Forklift training or experience considered an asset

! Current Criminal Record and Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin. Wage offered is based on previous experience and level of training and/or certifications.

COVER LETTER + RESUME SUBMISSION: DIRECT TO ▶ LMCCORMICK@THERECC.CA

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted.