

## Job Description

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<b>Job Title:</b>	Senior Manager, Facilities & Events
<b>Department:</b>	Athletics & Recreation
<b>Reports To:</b>	Associate Director, Business Operations
<b>Jobs Reporting:</b>	Building Coordinators (PAC & CIF), Arena Coordinator, Events Coordinator, Building Supervisor
<b>Salary Grade:</b>	USG 11
<b>Effective Date:</b>	December 2020

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### **Primary Purpose**

Responsibilities of the Senior Manager, Facilities & Events include all aspects of the coordination of athletic and recreational facilities serving both University and external community.

These functions will include the management and implementation of all operational needs associated with programming; the maintenance of all athletics and recreation facilities, fields and equipment; management and leadership of human resource responsibilities; comprehensive development of financial plans and execution of budget(s); adherence to established safety policies and procedures and formulation and/or adaptation of new risk management policies when appropriate.

This position works closely with Plant Operations in keeping the University's athletic facilities occupied at high utilization rates.

### **Key Accountabilities**

#### **Management and Leadership of Staff**

- Supervision including the hiring, training, scheduling, mentoring and ongoing evaluation of their direct reports.
- Oversight management of a student-leadership team responsible for the day-to-day operations of the facilities including the hiring, training and supervision with the support of the Building Coordinators and Arena Coordinator. University students make up the front line staff that operate when the building is in operation.
- Work with the Manager of Business and Financial Operations to support facility staff with procedures, training and policies for Innosoft Fusion (our customer service software for membership management, scheduling, registrations, equipment rental and sales).
- Support part-time and full-time employee development in order to constantly update and implement best practices in facility management.

#### **Fiscal Responsibility**

- Work with Associate Director, Business Operations in budget development and/or provide recommendations for annual operating budget of \$850,000 in expenses and over \$300,000 in revenue targets.
- Provide recommendations for facility repairs, preventative maintenance and improvements; annual capital renewal budget of \$120,000 pursuing the renewal of spaces and equipment within the facilities.
- Work with Equipment Coordinator on the procurement of consumable equipment and/or services to support the facility operations.

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- Planning for fixed equipment throughout facilities including and not limited to nets, washers, dryers, score-clocks, gators, lane ropes, portable basketball nets, tents and climbing belay equipment.

### **Facility Operations**

- Establish, provide leadership and evaluate athletic and recreational facility operating procedures to ensure standards and customer and student satisfaction are met and align to the mission, vision and value.
- Provide feedback on program and event success with appropriate internal or external stakeholders.
- Supervise support of logistical needs (including working with internal and external stakeholders) for special events within the athletic facilities with Building Coordinators, Arena Coordinator and Event Coordinator.
- Work with Plant Operations leadership to identify, schedule and execute preventative maintenance and work requests for department facilities, fields and equipment.
- With the Manager of Business and Financial Operations and Coordinator, Business Operations enforce usage policies aligning to sport and recreation model maximizing opportunities for the campus population and limiting facility idle time and underutilization of spaces.

### **Risk Management and Emergency Planning**

- Oversee all facilities risk management functions for athletic and recreation operations, including high risk areas like aquatics, rock climbing and arenas.
- Interpret, review and assist in the development of safety policies and risk mitigation in order to provide a safe environment for all participants.
- Confirm inspections of all applicable facilities and equipment (pool, nets, curtains, walls and bleachers) are completed and any adverse results are addressed.
- Confirm inspections of first aid equipment (first-aid kits, defibrators) are completed and any adverse results are addressed.
- Develop and maintain Emergency Action Plans for day-to-day operations as well as large scale events. Work with staff to communicate and execute with customers.
- With facilities team, provide Health and Safety communication boards with messaging from Safety Office in high traffic staff areas in each of the Athletic & Recreation buildings.

### **Planning and Project Management**

- Manage ongoing projects related to all aspects of the University's athletic and recreation facilities, in collaboration with Plant Operations, this many include renovations, expansions, and maintenance projects.
- Initiate and develop new projects and initiatives in order to keep University athletic and recreation facilities current and aligned with expectations of our fee paying users.
- Work with partners on campus to determine appropriate timelines to schedule and manage budgets for facility projects.
- Develop schedules to optimize downtime including the use of weekends and evenings.

### **Deferred Maintenance & Replacement of Capital**

- Develop and manage the department's deferred maintenance list looking to proactively manage the lifespans of equipment and facilities including but not limited to floor surfaces (hardwood and turf), audio equipment, video cameras, lighting, laundry equipment, televisions, ice-resurfer, bleachers, lockers and climbing wall structure and mats.

## Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• Bachelor's degree required, or equivalent combination of education and experience. Master's degree preferred.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 5 years of progressively responsible experience in a facility management role, including demonstrated responsibility for the management of athletics and recreation facilities</li><li>• Previous experience with risk management in athletics and recreation environments</li><li>• Demonstrated experience managing facilities project, including renewal and maintenance projects</li><li>• Demonstrated experience in managing teams of full-time staff.</li><li>• Experience in a higher education environment is preferred</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Working knowledge of industry standards and best practices relating to facilities and equipment management in athletics and recreation</li><li>• Excellent interpersonal and customer service skills, including exemplary poise, tact and diplomacy</li><li>• Computer proficiency, particularly in Word, Outlook, Excel and PowerPoint as well as general scheduling software</li><li>• Ability to learn and apply new information and technical skills</li><li>• Ability to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands</li><li>• Excellent organizational skills, including exceptional follow-up and follow-through skills as well as ability to plan, organize and execute projects to completion</li><li>• Ability to work as part of a team</li><li>• Ability to gather and analyze information and make workable recommendations in a timely manner</li><li>• Standard First Aid and CPR required</li></ul>

## Nature and Scope

- **Contacts:** This position works with many on-campus partners and external companies in order to support the execution of programming and services. On campus partners include but aren't limited to Plant Operations, Central Stores, Parking, Police Services, Food Services, Conference Centre, Registrar, Community Relations. External partners include service vendors for equipment installed within the space, rental companies, security and/or Regional police as well as customers who utilize the space. Many of these transactions could be transactional in basis. In addition as the leader of this unit, the position will see escalated customer service issues in order to make sure that high levels of service are being provided to the community.
- **Level of Responsibility:** This position is responsible for five full-time employees as well as up to 100 student-employees that operate the facilities delivering experiences to our users. Given the senior role, the incumbent will be responsible for leading and coaching in order to retain and develop student-staff. Facility development strategy will be created and planned resulting in conversations with the Associate Director, Business Operations for future planning.
- **Decision-Making Authority:** This position will be responsible for dealing with fiscal and risk management decisions for the athletic facilities in conjunction with the Associate Director, Business Operations.
- **Physical and Sensory Demands:** Given the many spaces and staff that this position is responsible for, the incumbent should have a high attention to detail in order to be aware of surroundings. Some lifting may be required as this position would be responsible for operating procedures.

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- **Working Environment:** This position is office based but must be mobile to complete walk throughs of the various athletic facilities and stay current on the operations. The position is responsible for being in attendance for high attended events and as such may see disruption to personal life as athletic events can take place on evenings and weekends. This role is responsible for service and as such difficult conversations can result as a result of disagreeable situations.