

Job Description

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| Job Title: | Senior Manager, Recreation |
| Department: | Athletics and Recreation |
| Reports To: | Director of Athletics and Recreation |
| Jobs Reporting: | Coordinator, Strength & Conditioning Coordinator, Group Fitness, Aquatics and Instructional Programs Coordinator, Intramurals Coordinator, Sports Clubs and Camps |
| Salary Grade: | USG 11 |
| Effective Date: | October 2019 |

Primary Purpose

This senior management position is directly accountable to the Director, Athletics & Recreation for the achievement of the long range strategic planning as well as the day-to-day implementation of all Warrior strength & conditioning, aquatics, first aid, fitness, intramurals, clubs and camps portfolios. He/she will work closely with other members of the department leadership team to ensure programs offered to students are contributing to the vibrant student experience and the wellness of our campus community. This position is responsible for effectively managing of staff, processes, fitness facilities, and programs involved in the provision of outstanding athletic services.

Key Accountabilities

Leadership

Overall responsibility for providing excellent leadership to all staff in the incumbent's area, including:

- Establishing strategies to maximize engagement in all recreational programs that students demand.
- Establishing a comprehensive student-leadership model that provides strong leadership and mentorship, along with policies and procedures to guide and empower the students.
- Creating and maintaining positive working relationships both internally and externally.
- Providing leadership, guidance, program planning expertise to staff and volunteers (including human resources management, budgeting, facilities scheduling, program registration, policy development, risk management and safety, program evaluation, etc.).
- Assesses programs and makes strategic recommendations for program improvements.
- Providing leadership to three fitness facilities to ensure a safe and inclusive environment for all members to engage in programs and casual recreation.

Human Resources Management and Development

Overall managerial responsibilities of a complex organizational structure, including:

- Hiring, training, evaluating and leadership development for the Warrior Recreation student staff each term (including all program coordinators, instructors, trainers, lifeguards, intramural staff). This group represents a large component of the student-employment opportunities, and therefore needs to be integrated with other student-employee groups within our department.
- Ensuring commitment and adherence to operate according to the Warrior Athletics & Recreation Department policies and procedures by all members and participants.
- Developing a strong, sustainable student-leadership model that empowers and develops student-leaders, while ensuring the model continues to evolve in an environment of annual student turnover.

Operations and Risk Management

Overall responsibility of the day-to-day operations of all areas of recreation, including:

- Managing the facilities scheduling for programming, equipment purchasing, staffing, program evaluation, leadership development, and conflict management issues.
- Developing and managing robust programming within all Athletics and Recreation facilities, including but not exclusive to: The Columbia Icefield Field House, the climbing wall, beach volleyball courts, golf simulator and the disc golf course.
- Developing policies while providing guidance and supervision over all the individual programs and portfolios.
- Developing strong policies for items such as but not exclusive to: travel, outdoor activities (lightning, heat), purchasing, etc.
- Responsible for ensuring the Department complies with all federal, provincial, municipal and campus regulations, legislation and bylaws applicable.
- Responsible for ensuring that all policies, operating procedures, and work methods are updated and implemented on an annual basis.
- Staying abreast of current industry standards, Provincial Health and Safety regulations, as well as University standards that the department is required to be in compliance with.

Relationships/Partnerships

Cultivating and stewarding strong working relationships and partnerships, including:

- Working closely with others within the department and relevant stakeholders on and off campus to help guide recreation programming in a strategic and effective way.
- Advocating for the importance of recreational programming into both the academic and wellness conversation.
- Taking a collaborative approach to the development of programming and wellness integration strategies that strive to achieve the institutional vision of a vibrant student-experience.
- Fostering partnerships with on campus groups such as Housing and Residences, the affiliated Colleges, WUSA, GSA, SSO and the faculties to give all students the opportunity to engage with recreational programming.

Financial Management

Overall managerial responsibilities of revenue generation and fiscal responsibility, including:

- Developing and managing the annual operating budget (>\$2M).
- Responsible for complex student payroll due to the student staff population that reports to this position.
- Developing annual revenue goals and projections within a comprehensive student fee and participation model.
- Following university policies and procedures for the effective procurement of required supplies, equipment and third party service providers.
- Providing accountability reports including transparent budget reporting to SSAC (Student Services Advisory Council), when required.
- Developing a compensation matrix that is fair and equitable, while meeting payroll timelines and expectations.
- Accountable to meet all expectations of central finance and administration concerning accounts receivable and payable

Required Qualifications

Education

- University degree required, preferably in Recreation and Leisure Studies or Physical Education as well as professional development in these areas
- First aid and/or CPR instructor certification, and Automated External Defibrillator training
- Instructor certification in any of the program offerings within the scope of the position

Experience

- 5+ years progressive experience in the field of Athletics and Recreation including management
- Experience with a broad range of sporting and recreational disciplines and coaching theory
- Experience with program planning for students with disabilities

Knowledge/Skills/Abilities

- Strong communication, presentation and influencing skills
- Excellent interpersonal skills are essential
- Ability to prioritize and delegate effectively, utilizing the skill sets and leadership of others
- Critical decision making and ethical thinking while balancing competing priorities and needs
- Ability to work under time pressures with multiple demands
- Proficient in Microsoft Word and Excel.
- Proficient in IMLeagues Intramural Software
- Competency with Fusion Software package is preferred
- Intermediate knowledge of PowerPoint
- Intermediate knowledge of SharePoint
- Proficiency in other electronic communications (i.e. email, social media) is necessary to ensure strong communication with staff and participants.
- Certified in Emergency First Aid

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with Managers in the Athletics & Recreation Department, along with the Director and other staff members. This position collaborates regularly with colleagues at all levels, including Affiliated Colleges and Universities, Housing, Health Services, Counselling Services, Applied Health Sciences, Student Success Office, WUSA, GSA. Additionally, this position provides recreational leadership to satellite campuses in Stratford, Kitchener and Cambridge. Externally, this position takes the lead on cultivation and stewarding business relationships with organizations associated with Waterloo Recreation that enhances the overall service delivery.
- **Level of Responsibility:** This position is responsible and accountable for the overall recreation programming for the department. This includes supervising, leadership development, evaluation, and discipline for several hundred student leaders each term. In addition, this position is a member of the Athletics management team and drives strategy for all areas mentioned.
- **Decision-Making Authority:** This position has significant decision-making authority for all accountabilities related to the provision of recreation for the Athletics & Recreation Department. This requires extensive interaction, leadership and facilitation skills. These types of decisions include staffing decisions (recruitment, performance, development, discipline), business process decisions relating to resource generation and allocation – both internal and external human resources, service standards, procedures, workload/priority management, and budget management. This position makes recommendations to the Director of Athletics and Recreation about improved service and business process opportunities that impact both the incumbent's and colleague's functional areas within and beyond the department.

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- **Physical and Sensory Demands:** This managerial role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
 - **Working Environment:** This role is exposed to stress and pressure associated with managerial positions that are responsible for a large number of staff. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of the year.