



CITY OF
Lethbridge

EXTERNAL

October 17, 2017

FACILITIES OPERATIONS MANAGER, RECREATION AND CULTURE

The City of Lethbridge (www.lethbridge.ca) serves a community of nearly 100,000 residents and is committed to delivering services in a way that earns the trust, respect and confidence of the community. Located just two hours south of Calgary and close to the Rocky Mountains and U.S. border, we are family-oriented, culturally vibrant, and enjoy an affordable lifestyle with many amenities of a larger city. We currently have a permanent opportunity for a **Recreation and Culture Facilities Operations Manager**. We are looking for a results-oriented leader who is committed to providing exemplary public service.

Reporting to the General Manager, Recreation and Culture, the Facilities Operations Manager provides strategic and operational leadership to a staff of approximately 50 individuals that includes both management and unionized employees. As the Facilities Operations Manager, you will play a central role in engaging internal and external stakeholder groups to identify opportunities for enhancing recreational and cultural choices in the community. Duties will include investigating and responding to complaints from user groups and the general public, resolving day to day operational issues, participating in planning and implementing facility improvements and enhancements and researching new maintenance practices and new technologies for use in the facilities. You will delegate work as appropriate and set work priorities to achieve desired outcomes. The position will also include liaising with numerous community groups and the day to day management of fee for service agreements as well as working closely with other internal departments and outside agencies to develop alliances and partnerships.

As the Facilities Operations Manager, you will provide vision and direction to your employees. You will maintain an environment that encourages individual commitment and growth, fosters teamwork, and recognizes the importance of collaborative community relationships. This will include establishing performance measures and coaching and mentoring staff to build capacity. Experience in developing and delivering effective presentations is also required, as this position will make presentations to City Council, the senior management team, and community groups. We are looking for an individual who displays by their actions: discipline, teamwork, composure, and a strategic mindset that exemplifies leadership in public service and wins the hearts of the community.

We are looking for candidates with the following preferred qualifications:

- A leader committed to excellent public service delivery and winning the hearts of the community
- A belief in the value of public service
- Proven ability to foster a collaborative team environment that promotes individual growth and development and promotes the culture of public service
- Excellent relationship building skills
- Applicants should have completed high school and post-secondary training in Recreation Management and/or Building Operation /Facility Maintenance. You should have certification at levels 1 and 2 as a Swimming Pool Operator as well as Arena Operator 1 and 2 certification. Supervisory experience is a requirement
- Successful project management skills
- Proactive analytical and problem solving skill
- Demonstrated ability to establish and maintain excellent working relationships with community and user groups as you will be managing service agreements with these groups
- A good understanding of government regulations regarding facility operations is a definite asset.

The City of Lethbridge offers a competitive salary and a comprehensive, flexible benefits package.

For further information on this opportunity, please contact:

Robin Harper, General Manager, Recreation and Culture 403-320-3021 or robin.harper@lethbridge.ca
Paul Rocca, City of Lethbridge HR Consultant, at 403-320-4075 or paul.rocca@lethbridge.ca

Qualified candidates are invited to submit their resume with cover letter, online at: www.lethbridge.ca

Closing Date: November 9, 2017, at 11:59 p.m.

All candidates are thanked in advance for their interest. Only individuals selected for interviews will be contacted.

(Civic Admin Assoc)