

Class No.:	
Original Date:	May 2019
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Pay Group:	24

CLASS SPECIFICATION

CENTRE FOR SPORT AND WELLNESS FACILITY SUPERVISOR

NATURE AND SCOPE OF WORK

Under the general direction of the Manager of Athletics and Recreation, the Facility Supervisor is responsible and accountable for the implementation of daily work duties and responsibilities of Facility staff under their direction; relating to the maintenance, security, and physical operation of the Facility and the support services to the members, renters, guests, and/or spectators. The Facility Supervisor supports the short and long term facility planning activities and acts as the Facility Manager's designate in their absence.

The responsibilities for this position are fulfilled primarily through collaboration and teamwork with other attendants, coaches and support staff. The success of the service area will rest on the Facility Supervisor's ability to function in a way to optimize and facilitate teamwork and respond to customers in a pro-active manner. Facilities Supervisor will essentially look after all of the services that helps the Athletics and Recreation Department to operate effectively.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Supervise multi-disciplinary team of staff including cleaning, maintenance, grounds and security workers. Work with all staff, students, faculty and departments to ensure safe and friendly service.
- Act as the first point of contact for customer service when issues escalate and arise within the department related to safety, interpersonal conflict or customer inquiries.
- Oversee all rental contracts and providers for services including security, parking, cleaning, catering, technology , etc.
- Ensures that basic facilities, such as water and heating, are well-maintained and facility maintains cleanliness.
- Oversees, tracks and monitors all facility purchases and ensures cost-effectiveness while maintaining an inventory that includes warranty tracking, and equipment maintenance and schedule facilitation.
- Schedules and coordinates facility times for: varsity athletics, campus recreation, academic programs. Coordinates internal/external booking requests and provide post-event rental summaries.

- Ensures that facilities meet government regulations and environmental, health and security standards.
- Advises on initiatives related to increasing energy efficiency and cost-effectiveness.
- Works collaboratively with the manager to overseeing building projects, renovations or refurbishments.
- Drafts reports and collects data related to number of visitors, facility usage, and makes written recommendations for improvement based on those findings.
- Provides supervision and performance evaluations to support staff in the facility. Ensures timesheet management for on call attendants, and assigns shifts.
- Performs other related duties as assigned, including contribution to specific special events as assigned by the Manager of Athletics and Recreation.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of word processing, spreadsheet, database, social media and Internet browsing applications.
- Considerable knowledge of employment standards, health & safety practices and procedures related to proper lifting, physical movements, and contraindications in the practice or applications of exercise.
- Strong interpersonal skills, with ability to communicate effectively and professionally, both written and verbal, with a variety of audiences, and liaise effectively with the public, elected officials and outside agencies.
- Mechanical aptitude necessary, manual ability in simple repairs, and basic materials management and maintenance.
- Ability to safely lift, carry, push, cart and move heavy loads and items to and from indoors and outdoors within Work Safe guidelines.
- Ability to supervise, plan, schedule and delegate tasks and work appropriately and fairly within the department.
- Understanding of financial literacy and how to monitor a budget and purchase equipment.
- Ability to maintain a high degree of confidentiality and discretion and to handle sensitive issues with tact and diplomacy.
- High degree of initiative and self-motivation with the ability to prioritize tasks and work independently and part of team.
- Ability to exercise tact and discretion and to maintain a positive attitude while under pressure.
- Ability to establish and maintain effective working relationships with, and provide customer service to other employees, student workers and volunteers, and the general public.
- Ability to act with independence of judgment, analyze situations quickly, effectively and confidentially with minimal supervision.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a 2 year Diploma in Post-secondary education .
- Three years of related and progressive work experience in a similar environment in recreation or facilities including experience in inventory control, purchase order systems, and building/equipment inspection. One year of supervisory experience is required.