

HB Studios Sports Centre Recreation Facility Assistant Manager Job Description

The Assistant Manager will support and report to the facility manager. This supportive leadership role involves all duties in the daily operations of HB Studios Sports Center including program management, staff supervision, facility maintenance and customer service and providing hands-on support for both administrative and operational tasks. Some tasks will be collaborating with the manager on the advertising sponsorship program, collaborating to create programs and events and sourcing funding opportunities for these programs and events. The assistant facility manager will take a lead role in the capital campaign to replace the turf.

The assistant manager will support the operation of the recreation facility. This role involves assisting with budgeting, event planning, and ensuring a safe and enjoyable environment for patrons while making sure the facility runs in accordance with all relevant policies, and procedures. The position acts as a key contact for user groups, the public, and internal stakeholders, aligning with the South Shore Fieldhouse Society's values and objectives.

A detailed description of the responsibilities of the assistant recreation facility manager:

1. Facility Operations & Maintenance:

- **Supervising staff:**

This may include hiring, training, scheduling, and evaluating the performance of recreation staff, including part time weekend personnel.

- **Managing maintenance:**

Overseeing the thorough routine maintenance review of the facility, consistent inspections of all equipment while ensuring any repairs, and preventative maintenance is completed in a timely manner for the facility and its equipment.

- **Ensuring safety:**

Implementing and enforcing safety regulations, conducting inspections, and responding to safety concerns.

- **Managing supplies:**

Overseeing inventory of supplies and equipment, coordinating purchases of supplies when necessary.

2. Program & Event Management:

- **Assisting with program development:** Helping to create and implement recreational programs and activities. Sourcing grant and funding opportunities to support these programs and events.

- **Coordinating events:** Assisting with the planning and execution of events, including scheduling, setup, take down and logistics.

- **Promoting recreation:** Helping to market and promote the facility, recreational programs, events, and fundraisers to the community.

3. Customer Service:

- **Providing information:** Addressing customer inquiries and providing information about programs, events, and facility policies.
- **Handling complaints:** Investigating and resolving customer complaints and concerns.
- **Ensuring a positive experience:** Striving to create a welcoming and positive environment for all facility users and visitors to the facility.

4. Administrative Tasks:

- **Managing budgets:**
Assisting with budget preparation, monitoring expenses, and tracking revenue.
- **Preparing reports:**
Compiling data and preparing reports on facility usage, program participation, and other relevant metrics to complete board reports and final reports for grants and funding.
- **Maintaining records:**
Keeping accurate records of program participation, facility maintenance, and other relevant information.

5. Other Responsibilities:

- **Assisting with special projects:**
May be involved in various special projects related to facility improvements or program development.
- **Covering for the manager:**
May be required to assume the responsibilities of the Recreation Facility Manager in their absence.

Required Skills and Qualifications:

- **Strong organizational and communication skills:** Essential for managing staff, coordinating events, and communicating with the public.
- **Knowledge of recreation programming and facility management:** A good understanding of recreational activities, program development, and facility operations.
- **Leadership and supervisory skills:** Necessary for managing and motivating staff.
- **Customer service skills:** Important for interacting with facility users and addressing their needs.
- **Budget management and reporting skills:** Useful for managing the facility's finances, planning programs, events and preparing reports.
- **Ability to work independently and as part of a team:** Requires the ability to work effectively both as an individual and as part of a larger team.