



## JOB DESCRIPTION

### Arenas and Parks Manager

|                              |                                    |                   |                                       |
|------------------------------|------------------------------------|-------------------|---------------------------------------|
| <b>Department</b>            | Community Services                 | <b>Reports To</b> | General Manager of Community Services |
| <b>Directly Supervises</b>   | Arena Supervisor, Parks Supervisor |                   |                                       |
| <b>Indirectly Supervises</b> | Arena, Parks, and Seasonal Staff   |                   |                                       |
| <b>Union</b>                 | Exempt (Non-Union)                 |                   |                                       |
| <b>Approval/Review Date</b>  | TBA                                | <b>Job Grade</b>  | TBA                                   |

#### **POSITION SUMMARY:**

Reporting to the General Manager of Community Services, the Arenas and Parks Manager is responsible for the overall operation, maintenance, and management of the City's arenas, parks, playgrounds and outdoor recreational facilities. This position provides leadership and direction to staff, ensuring safe, efficient, and customer-focused service delivery. The Manager oversees daily operations including scheduling, staffing, facility maintenance, regulatory and safety compliance, event coordination, contractor and vendor management, and budget and revenue oversight. The role also supports long-term asset management, capital planning, and continuous improvement initiatives to enhance service levels, sustainability, and community satisfaction.

#### **KEY DUTIES PERFORMED:**

1. Oversee the daily operations of arenas, parks, outdoor facilities and amenities to ensure safe, efficient, and high-quality service delivery.
2. Develop, implement, and monitor operational schedules, maintenance plans, inspection programs, and seasonal transition procedures (including winter operations as applicable).
3. Ensure compliance with all applicable health, safety, and regulatory standards, including workplace safety legislation, facility operating guidelines, and relevant Technical Safety BC requirements.
4. Lead and promote a strong safety culture by implementing safe work procedures, conducting workplace inspections, addressing hazards, and ensuring staff are trained and equipped to work safely.
5. Manage incident reporting and follow-up, including near-miss reporting, investigations, corrective actions, and coordination related to claims and regulatory reporting as required.
6. Monitor facility conditions, coordinate repairs, and schedule preventative maintenance with staff and contractors to ensure equipment reliability and asset preservation.
7. Oversee the operation, monitoring, and maintenance of arena refrigeration plants and associated mechanical systems, ensuring accurate logs, testing practices, and operating standards are maintained.
8. Support arena ice quality standards and operational requirements, including monitoring ice conditions and coordinating practices related to water quality and resurfacing operations where applicable.
9. Oversee parks and outdoor facility standards and maintenance including playground and public-space inspections, sports field and trail safety, and risk controls for public use areas.

10. Recruit, train, schedule, and supervise arena and parks staff, including full-time, part-time, casual, and seasonal employees.
11. Provide coaching, mentorship, and performance feedback to support staff development, a respectful workplace, and a positive team culture.
12. Ensure appropriate staffing levels and resource allocation to meet operational demands, community needs, and budget requirements.
13. Promote excellent customer service and respond to public inquiries, complaints, and operational issues in a timely, professional, and solutions-focused manner.
14. Coordinate facility bookings, scheduling, and event operations as required, including support for permits, user group requirements, and related revenue processes (e.g., rentals, invoicing, and reconciliations as applicable).
15. Build and maintain effective working relationships with community organizations, sports associations, user groups, contractors, and special event partners.
16. Manage contractors and vendors, including procurement support, developing scopes/specifications, coordinating service contracts, contractor onboarding and safety orientation, and monitoring performance and service standards.
17. Support the development, monitoring, and control of operating budgets, including forecasting, expenditure tracking, cost estimates, and reporting.
18. Contribute to long-term maintenance, lifecycle replacement, and asset management plans for parks and arenas, including condition assessments and prioritization of renewal needs.
19. Support capital project planning, implementation and coordination of facility and park improvement projects as assigned, including scheduling, communication, documentation, and reporting for management and/or council review where applicable.
20. Identify and implement opportunities to improve operations, service delivery, energy performance, sustainability outcomes, and customer satisfaction, including utility monitoring and building systems optimization.
21. Maintain and improve policies, procedures, standards, and documentation (SOPs, inspection records, logs, KPIs, and reports) to support consistent service delivery, audits, and continuous improvement.
22. Participate in emergency planning and incident response related to public safety in parks and arenas (e.g., severe weather, power outages, critical equipment failure, medical emergencies), and coordinate operational response and communication.

#### **REQUIRED KNOWLEDGE, ABILITIES & SKILLS:**

1. Diploma in Recreation Management or an equivalent combination of education and experience.
2. Current B.C. Refrigeration Operator Certification or Fourth-Class Power Engineer Certification.
3. Current BC Class 5 Driver's License
4. Minimum of three (3) years of supervisory or management experience in a related field.
5. Comprehensive knowledge of arena refrigeration/ice plant operations, and a strong working knowledge of parks operations including horticulture/grounds maintenance, maintenance planning, equipment reliability, and preventative maintenance programs.
6. Proven ability to effectively lead and supervise staff across both arena and parks operations, including full-time, part-time, casual, and seasonal employees.
7. In-depth knowledge of WorkSafeBC and Technical Safety BC requirements, and demonstrated experience implementing and leading safe work procedures and practices.
8. Demonstrated ability to train staff in safe work procedures, identify hazards, correct unsafe behaviors, and lead incident investigations and follow-up actions.

9. Strong budgeting and financial management skills, including the ability to monitor and control expenditures, prepare cost estimates, and assist with budget planning, forecasting, and reporting.
10. Demonstrated leadership and supervisory abilities, including the capacity to interpret and apply Collective Agreement provisions and corporate policies (experience in a unionized environment is an asset).
11. Skilled in organizing, scheduling, and directing staff in a team environment while providing effective training, coaching, and performance feedback.
12. Strong analytical, problem-solving, and decision-making skills, with the ability to adapt procedures and persist in overcoming operational challenges.
13. Excellent written and verbal communication skills, with the ability to provide clear direction in both routine and emergency situations, and to prepare professional correspondence, reports, and documentation.
14. Proven ability to establish and maintain effective working relationships with internal departments, external partners, contractors, and the public.
15. Demonstrated initiative, cooperation, and conflict resolution skills in a collaborative, team-oriented environment.
16. Proficiency in Microsoft Office Suite and other relevant software applications.
17. Working knowledge of Building Automation Systems (BAS) / DDC controls and the ability to support optimization and monitoring of facility systems.
18. Ability to accurately and securely handle financial transactions and related administrative duties, including basic revenue tracking and reconciliation processes as applicable.
19. Ability to work flexible hours, including evenings and weekends, as required; ability to work outdoors in all weather conditions as required; and ability to sit for extended periods, walk on uneven terrain, and lift or carry up to 25 pounds.
20. Ability to meet and maintain all required certifications, clearances, and conditions of employment, including Security/Reliability Clearance and Criminal Record Search.
21. Commitment to performing all duties safely and in accordance with established Facility Procedures, Occupational Health and Safety regulations, Violence in the Workplace policies, WorkSafeBC standards (including WHMIS, confined space and fall protection)

#### **DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:**

1. Completion of a minimum two-year post-secondary education program related to horticulture/dendrology; or equivalent agricultural, arboriculture, dendrology, landscaping, or horticultural experience.
2. Experience in contractor/service contract management, procurement support, and/or capital project coordination.
3. Current BC Class 3 Driver's License (air brake endorsement preferred/required as applicable).
4. Current Occupational First Aid certification (or willingness/ability to obtain).

**NOTE:** The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.