



MANITOBA, CANADA

POSITION TITLE: Whitney Forum Arena Manager - Full-Time, Permanent

SCOPE

Reporting to the Director of Recreation + Parks (the Director), the Arena Manager (the Manager) assumes responsibility for the overall operation and management of the Whitney Forum Arena. The Manager, with the Director of Recreation and Recreation Programmer will work to establish a vision and direction for the Arena's programs and services to ensure they meet the needs of the community, foster excellence in sport and recreation and are of high quality. The Manager will foster a culture of excellence in customer service and build strong relationships with community partners to support the Arena's operations. You allocate time and effort to understanding and meeting the needs of customers and consistently display good interpersonal and social skills. The Manager will also ensure the operations of the Arena are safe, efficient, and optimal for a public facility. With a small staff team, this will often require you to balance oversight with direct service delivery. You identify and capitalize on new opportunities to generate revenue and utilization of the facility.

RESPONSIBILITIES

The following is a general outline of the duties and responsibilities of the Manager. The listing is not intended to be all inclusive or to limit the Manager's initiative to expand function beyond this scope nor is it intended to limit the Director's right to assign other duties or to modify these duties due to operational requirements.

Customer Service & Stakeholder Management

- Coordinate the efficient operation and optimal usage of the facility
- Ensure the provision of high-quality, customer and community-centered service.
- Ensure the facility is open, available and prepared to receive users and the public during operating hours.
- Assess current operations and assist in developing new programs and services based on community needs and opportunities.
- Foster positive and constructive relationships with stakeholders including municipal officials, other government officials, tenants, facility users, businesses, community partners and the public.
- Communicate regularly with users with respect to operations and programs and address any complaints/concerns.

Administration

- Manage the day-to-day affairs of the Arena in accordance with the policies, plans and priorities.
- Prepare operational, financial and any other reports requested.
- Present to the Director for its consideration recommendations concerning Arena operations and any programs, initiatives, bylaws and policies.
- Assist the Director in ensuring key roles are filled and maintain a business continuity plan to avoid service interruptions.
- Review programs, services and operations for effectiveness and efficiency while maintaining quality and safety standards. in conjunction with the Recreation Programmer

Operations

- Responsible for the efficient and safe utilization, maintenance or rehabilitation of the property, facility and its equipment.
- Operate, maintain and monitor ice plant and building systems.
- Establish and maintain an approach for the long-term preventive maintenance, upgrading, repair and replacement of the facility's systems and equipment.
- Ensure the facility and equipment are maintained with a high regard for cleanliness and safety and that regular inspection takes place.
- Ensure all local, provincial and federal regulations are followed.

Financial Management

- Ensure timely invoicing, collections and bill payments are made in conjunction with the Purchasing Department
- Assist with the annual operating and capital budgets.
- Make recommendations on expenditures for service or the purchase of equipment, supplies and or other items required for the carrying on the business of the Arena, where the amount of such expenditure does not exceed budgeted amounts.

REQUIRED QUALIFICATIONS & TRAINING

Education and Experience

- Certification in Class 2 Refrigeration (refrigeration operators ticket) or Class 5 Power Engineering.
- Possess a valid Class 5 driver's license.
- Two years' experience in recreation facility management or significant comparable experience in a senior managerial role;
- Must possess a Manitoba W Class Refrigeration Power Engineer's certificate.
- Possession of a Manitoba 4th Class Refrigeration Power Engineer's certificate is an asset.
- Experience training and supervising operations and staff.
- An acceptable combination of education, training, and experience will also be considered



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TECHNICAL KNOWLEDGE/EXPERIENCE:

- Possess an understanding and knowledge of or have experience in ice arena operations, ice resurfacing, ice plant and facility operations;
- Knowledge of building operations to include but not limited to: Refrigeration, Mechanical, Electrical, and/or Plumbing are considered an asset.

Knowledge, Skills and Abilities

- Ability to use Microsoft Word, PowerPoint and Outlook at an intermediate level;
- Good written and verbal communication skills;
- Must be a self-starter and able to work independently with little supervision;
- First Aid certification is considered an asset.

ADDITIONAL REQUIREMENTS

This position must:

- Attend meetings, both at and away from the facility and outside normal business hours;
- Available to work various shifts, including evenings and weekends;
- Be able to perform required duties, including lifting 30lbs overhead and repetitive motions;
- Maintain a safe and organized workspace while following safe work practices; and
- Provide a satisfactory vulnerable persons and criminal record check, to be provided before hire and upon request.

This position is responsible for the operation of the Whitney Forum Arena and as such is required to operate throughout the facility.

TERMS AND CONDITIONS OF EMPLOYMENT

This is a full-time permanent position which will be administered around facility usage.

Normal hours of work for this position are 40 hrs / week.

Salary is commensurate with qualifications and experience, pursuant to an approved scale.

Please Note

The City of Flin Flon is COMMITTED TO DIVERSITY AND EMPLOYMENT EQUITY
Where Indigenous, Metis, and Minority applicants are asked to self identify in their resume or cover letter.

Submit your cover letter via:

Apply in person at 20 1st Ave, The City of Flin Flon City Hall with Resume and Cover Letter

Apply by mail to 20 1st Ave, Flin Flon Manitoba, R8A 0T7

Apply by email to cbailey@flinflon.ca

For more information on the position or requirements contact Cait Bailey at 204-681-7502 or email cbailey@flinflon.ca