



## **JOB DESCRIPTION**

**TITLE:**                   **MANAGER, RECREATION FACILITIES & CUSTODIAL SERVICES**

**DEPARTMENT:**       **Facility & Parks Operations**

**Position Last Evaluated: Feb 2015**  
**Job Desc. Last Updated: Jan 2020**

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### **GENERAL ACCOUNTABILITY**

Reporting to the Director, Facility and Parks Operations, the Manager, Recreation Facilities & Custodial Services is responsible for the operation, maintenance, and upgrade of the City's recreation facilities, activity centres, and community centres. The Manager is also responsible for overall capital planning, risk management, and preventative maintenance processes which include all facilities in the portfolio that operate with refrigeration, HVAC, filtration, plumbing, mechanical, electrical, and structural systems. The incumbent is responsible for custodial services throughout the various departments in the City.

The incumbent exercises considerable independent judgment and action in their daily work and only matters that have a major impact on policy are referred to the Director, Facility and Parks Operations. Coordination of these tasks within the department, with other City departments, and with external agencies, as well as community groups, is critical to achieving success. Work is evaluated in terms of achieving corporate and departmental objectives and in the quality of service provided.

### **NATURE AND SCOPE OF WORK**

Plans, assigns, supervises, and controls, through supervisors, lead-hands, or contractors, the maintenance and upgrade of recreation facilities and the cleaning of recreation and civic facilities, including all associated structures and equipment.

Responsible for the selection and appointment of staff, employee evaluations, recommending promotions, disciplinary action, and training requests. Confers with department staff and their representatives to resolve complaints and grievances.

Selects and supervises contractors performing functions within this service area.

Recommends policy and establishes procedures related to physical plant operation, building maintenance, and custodial services at all facilities.

**NATURE AND SCOPE OF WORK cont.**

Assists in the preparation of the department operating and capital plans. Supervises the administration and control of the approved budget within the portfolio's responsibilities. Submits provisional, annual, and revised budget cost estimates and details as required for areas of responsibility.

Establishes, implements, and monitors training, standards, and practices for maintenance and cleaning, as well as equipment and supplies. Ensures that the quality of work meets the service standards.

Designs, establishes, and administers preventative maintenance programs and schedules.

Assists in establishing goals, strategies, policies, and detailed plans for reducing consumption of energy and water in existing facilities. Reduces and promotes the ongoing use of energy efficient practices.

Communicates regularly with managers throughout the organization regarding service and maintenance needs, schedules, and priorities.

Investigates observed or reported risks, responds to risk management concerns, monitors and analyses risks, and educates staff in the identification and reporting of risks.

Manages capital projects for facility or equipment renovation, replacement, or upgrade. Prepares estimates and tender documents for those projects.

Provides technical support and advice to City staff in the Civic, Recreation Services, and Culture & Events sections regarding facility operation and cleanliness.

Performs other duties and responsibilities as assigned by the Director, Facility & Parks Operations.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of building construction, methods and costing, mechanical construction and maintenance practices, together with a good knowledge of the BC Building Code, Engineering Standards and Specifications, and various trades.

Thorough knowledge of cleaning standards and requirements as they pertain to municipal facility function and operation.

Thorough knowledge of refrigeration, hydraulic, HVAC, and pool water filtration and circulation systems.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.**

Thorough knowledge of project management as it pertains to municipal capital and municipal maintenance projects.

Good knowledge of statutes, bylaws, regulations, and policies affecting facility operation.

Good knowledge of quality control and inspection methods and procedures. Understanding of safety requirements and emergency procedures applicable to toxic hazardous materials.

Good knowledge of asset management practices and principles as they relate to the inspection, repair, upgrade, or replacement of City owned facilities and assets.

Ability to provide leadership and technical assistance to staff and community organizations.

Ability to establish and maintain effective working relationships with staff and community organizations.

Ability to prepare and administer budgets and prepare, interpret, and manage contracts in accordance with City purchasing policies and standard operating procedures.

Ability to read and understand blueprints, plans, diagrams, and/or schematic diagrams and instructions specifically related to all areas of responsibility, and to make engineering and mathematical calculations necessary for the adequate checking of plans and designs.

Excellent verbal and written communication skills. Ability to write concise and complex reports and to accurately maintain records.

This position requires the incumbent to work varied hours outside of the regular workday, which includes a rotating, after hours, on-call schedule.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Bachelor's Degree in Building Sciences or related discipline or a diploma from a technical institute relative to building maintenance and operations.

5 years' related experience overseeing the maintenance, cleaning, and operations of recreational and other civic facilities, including proven management supervisory experience.

An equivalent combination of education and experience may be considered.

**REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS**

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

**GENERAL STANDARDS**

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.