JOB DESCRIPTION

TITLE: **MANAGER, PARKS OPERATIONS**

DEPARTMENT: **Parks, Recreation & Culture**

Position Last Evaluated: Feb 2015
Job Desc. Last Updated: Nov 2026

GENERAL ACCOUNTABILITY

Reporting to the Director, Parks, Recreation & Culture, the Manager, Parks Operations is responsible for the maintenance of City parkland (Over 1000 hectares and over 200 kilometers of trail) including: sports fields, facilities, boulevards, beaches and waterfront areas, trail systems, plazas, squares, horticultural areas, perennial borders, planters, urban forest, natural areas and associated utilities and amenities in the City of Nanaimo. This is achieved by planning, supervising, and reviewing the work of City personnel and contractors and managing capital budgets. Work is carried out in accordance with Council direction and the priorities set forth in the City Plan and Nanaimo's Integrated Action Plan.

Independent judgment and action is expected and only complex matters or matters of major impact or policy are referred to the Director. Work is evaluated in terms of achieving department objectives and in enhanced customer service.

NATURE AND SCOPE OF WORK

Plans, assigns, supervises, and reviews the work of skilled and semi-skilled City personnel/contractors involved in parks maintenance, construction, and development.

Manages a large operating budget, including monitoring expenditures, forecasting variances, and ensuring services are delivered within approved funding.

Manages maintenance level projects, including their budgets, scope, and timelines, ensuring they are delivered on time and within approved parameters.

Ensures work is performed safely and in an environmentally responsible manner, in compliance with all applicable health and safety, environmental, and other regulatory requirements.

NATURE AND SCOPE OF WORK cont.

Manages a large and varied unionized workforce across multiple worksites through a system of supervisors, ensuring work is coordinated and staff are directed effectively in accordance with City policies and collective agreements. Appraises employee performance and deals with disciplinary problems.

Establishes procedures to implement policy for assigned work areas.

Ensures that maintenance programs for turfgrass management, horticulture, arboriculture, irrigation systems, trailways, and pest control are consistent with department goals and objectives and are effectively managed.

Prepares financial projections and budgets as part of the annual operating and capital plan.

Oversees procurement, contract administration, and contractor performance for services, equipment, and construction activities within the Parks Operations section.

Collaborates with various City departments to support the planning, management, renewal, and lifecycle maintenance of park assets and infrastructure.

Determines labour and material requirements, interprets work orders, specifications, and technical drawings for projects to be undertaken. Selects and purchases required equipment, supplies, and materials for projects.

Liaises with the public, environmental, sporting organizations and community groups, and works with volunteer community groups and associations to achieve park and open space goals and objectives.

Participates in emergency response and business continuity activities and provides operational leadership during emergencies and significant weather events.

Fosters strong working relationships and collaboration with other City departments to ensure the effective coordination of park development projects, infrastructure improvements, environmental initiatives, operational requirements, and long-term service planning.

Prepares reports, operational plans, budget submissions, and recommendations on operational and financial matters.

Manages labour relations issues through administering provisions of the collective agreement, providing leadership in the resolution of disputes, and representing management in the grievance process.

NATURE AND SCOPE OF WORK cont.

Contributes to the development and implementation of departmental strategies, business plans, service standards, and long-range operational plans.

Manages multiple priorities, projects, and administrative functions while ensuring service delivery objectives, timelines, and performance standards are achieved.

Performs additional duties and responsibilities as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Demonstrated ability to lead, develop, and manage supervisors and staff within a large, diverse, unionized workforce.

Ability to plan, assign, coordinate, and evaluate the work of staff and contractors while fostering a safe, respectful, and high-performing work environment.

Excellent interpersonal, communication, and relationship-building skills, with the ability to work effectively with employees, other departments, community groups, and external stakeholders.

Ability to develop, manage, monitor, and forecast operating and capital budgets.

Ability to prepare reports, operational plans, and budget submissions, and to provide recommendations on operational and financial matters.

Ability to manage multiple priorities, projects, and administrative functions while ensuring service delivery objectives are achieved.

Thorough knowledge of municipal parks operations and maintenance, including horticulture, arboriculture, turf management, irrigation systems, trails, natural areas, and sports fields.

Knowledge of environmental stewardship, integrated pest management, occupational health and safety requirements, and applicable regulations.

Knowledge of computerized maintenance management systems (CMMS), asset management principles, and lifecycle planning processes for municipal park assets and infrastructure.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Degree in Natural Resource Management, Landscape Horticulture, Arboriculture, Environmental Management, or related discipline from a recognized educational institution.

MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.

A minimum of 5 years' experience in a parks or landscaping operation, including proven management supervisory experience.

An equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATION

Satisfactory Criminal Record Check.

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

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 to 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.