

JOB POSTING

FACILITIES MANAGER

UPPER WINDERMERE PRIVATE LEISURE CENTRE

PART TIME – FULL TIME, DEPENDING ON CANDIDATE



Our Facility

The Upper Windermere Private Leisure Centre is a recreation facility exclusive to residents of the Upper Windermere Neighbourhood, located in southwest Edmonton at 2004 Warry Link SW. The facility includes an outdoor heated pool, change room facility, tennis courts, basketball courts, an outdoor skating rink and a children's playground. The facility is open to approximately 250 residents at present, with an ultimate membership of approximately 1200 residents in future.

Overview

The purpose of the **Facilities Manager** is to oversee all the operation of the Upper Windermere Private Leisure Centre. The Facilities Manager is responsible for coordination of all recreation programs and program delivery, ensuring the facility runs on budget, coordination of repairs and maintenance with maintenance personnel and contractors, special events, and the supervision of all facility staff. This position reports directly to Beaverbrook Developments and the Upper Windermere Homeowner's Association.

The ideal candidate is a motivated self-starter, works well with people and children, and has experience in recreation management, budgeting, and scheduling and supervising staff. The Facilities Manager must be well-organized, able to work independently and possess excellent customer service and guest relations skills.

Duties and Responsibilities

Customer Service

- Provide exceptional assistance and customer service to all members of the facility, promptly addressing their questions and concerns
- Facilitate opportunities for patron's feedback, evaluate feedback, recommend appropriate action to address feedback
- Proactively evaluate residents experiences at the leisure centre and formulate short and long term strategies to enhance service
- Establish a rapport with the Upper Windermere Homeowners Association and respond to their requests for information and concerns
- Liaise with Beaverbrook Developments staff on the ongoing operations of the facility

Management, Supervision and Leadership

- Oversee all staff of the facility in their daily roles, ensuring each fulfill their respective responsibilities
- Coordinate staff work schedules, ensure coverage and monitoring of facility is adequate
- Ensure facility is well-maintained, clean and safe for use
- Identify all ongoing maintenance issues and contact appropriate personnel (whether staff or outside contractors) to take action on repairs and/or order supplies
- Enforce the facility rules

Programming

- Determine activities schedules for the facilities various recreation areas (pool area, tennis courts, basketball courts, skating rink) and age groups
- Develop seasonal programs for activities from outside recreation providers (i.e. yoga classes, tennis lessons, swimming lessons, skating lessons, etc.)
- Work with the Upper Windermere Homeowners Association to finalize activities schedules
- Communicate programming information to residents via email and through website updates
- Coordinate registration of residents in various programs offered
- Ensure any outside recreation providers adhere to their contract requirements

Administrative and Business

- Provide regular information to IT consultants to update and maintain the Upper Windermere Homeowners Association Website with current scheduling information, program information and news and event information
- Review all accounts payable and receivable and coordinate payment with Upper Windermere Homeowners Association Treasurer
- Ensure work orders and programs are within the established budget for the Leisure Centre
- Attend Upper Windermere Homeowners Association meetings as required
- Other related duties as required

Qualifications

- Previous experience in Recreation Management or Business Administration
- Previous experience in customer service/customer relations role
- Previous experience in supervising staff
- Strong organizational skills
- Attention to detail
- Basic ability to use MS Office (Word, Excel and Outlook)
- Knowledge and experience with recreational industry trends
- First Aid & CPR-C/AED is an asset

Applications

All interested applicants please send resume to Salima Kheraj via email at: skheraj@beaverbrook.ca

Remuneration

Pay will be in the range of \$20-25 per hour and will commensurate with experience and qualifications.

Visit Beaverbrook's website at www.beaverbrook.ca