Position: Supervisor, Recreation Programs
Department: Community Services

Position Summary
Reporting to the Manager, Recreation, this position is responsible for the coordination and administration of safe and accessible recreation programs and services in compliance with Town policies and procedures. This position conducts research and analysis of best practices; ensures quality assurance and compliance with up-to-date regulations and standards. This position works with community organizations to address gaps in service, new initiatives and provides leadership in the coordination of accessible recreation activities.

This recruitment is for two (2) Supervisor, Recreation roles: Supervisor, Recreation (Children & Youth, Inclusion, and Sports) and Supervisor, Recreation (Aquatics, Active Living, Older Adults).

Key Responsibilities
Facilitates the planning, implementation and evaluation of recreation programs and services of assigned portfolio, ensuring high quality recreation programs are delivered to the community.

- Researches and maintains awareness of new and innovative services; monitors trends, community demographics (age, income levels, diversity, etc.), participation levels and customer requests to recommend program development directions
- Participates in planning studies to assess, inform, and define future service requirements (feasibility studies and strategies as recommended in Master Plans)
- Reviews customer satisfaction surveys, analyzes responses, and develops action plans to address areas of concern
- Develops and maintains relationships, and formal partnerships with a variety of community agencies and service providers
- Works closely with Strategic Communications staff to develop communication plans and provide promotional content for promotional tools utilized by the department
- Maintains ongoing communication with program, facility and customer service staff to ensure safe, coordinated service delivery
- Works closely with the Business and Support Services team to obtain program utilization statistics, program trend research, and gap analysis

Develops and executes a human resources plan to deliver recreation programs of assigned portfolio.

- Supervises and provides guidance and leadership to Coordinators, Recreation, part-time staff and volunteers
- Responsible for the hiring, training, performance management and coaching and mentoring of full-time program staff and oversees the same for part-time program staff

Ensures recreation programs are delivered in a financially responsible manner

- Leads the development of the annual operating budget for areas of program responsibility; presenting pressures, opportunities and areas of significant change to Manager
- Regular budget monitoring and control to assist with staff scheduling, purchase of materials, equipment purchases and repairs
• Recommends financial controls and revenue generation initiatives to meet or improve approved budget targets
• Recommends fees for programs/services with an understanding of market value and fiscal responsibility
• Authorizes equipment repairs and material and supply purchases as per approved purchasing policies and procedures
• Leads or assists with researching, applying, executing and reporting on funding opportunities through both public and private grants

Develops and ensures compliance to Town and Department Policy, Procedures and business processes
• Develops, updates and recommends policies, standard operating procedures, processes and standards to serve internal and external customers in the delivery of recreation programs
• Maintains current knowledge of applicable legislation, regulations and related polices based on best practices and industry standards

Education and Experience
• Post-secondary degree or diploma in Recreation and Leisure, or a related field
• A minimum of five (5) years of progressive supervisory experience in a program planning and service delivery role
• Seven (7) years' related experience, and municipal experience in a recreation setting is preferred
• A minimum of two (2) of industry-recognized certifications from one of the program areas below. (e.g. Lifesaving Society, High Five, Behaviour Management Systems, NCCP, CanFit Pro, etc.)
  o Program areas: Aquatics, Children, Youth and Inclusion, Sports and Physical Literacy, Active Living and Older Adults
• Two (2) certifications from more than one program area, or four (4) certifications from any single program area is preferred.
• Proficiency in Recreation Management, financial/budgeting, and Human Resources Information System software. Preference given for Xplor Recreation, FMW Financial Software and Workday.
• Satisfactory Criminal Record Check and Vulnerable Sector Screening
• Standard First Aid and CPR-C is preferred
• Excellent customer service skills and ability to effectively lead and motivate teams.

Salary Range: $92,766 - $115,958

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at 12:00 am on July 2, 2024. Interested applicants, please ensure to apply by 11:59 pm on July 1, 2024.

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.