



PARKS AND RECREATION ONTARIO

# Job Mart



**SUPERVISOR OF RECREATION  
ADMINISTRATIVE SERVICES**

**Posted: Friday, April 27, 2018**

**Job Number: E-18-11**

**Job Type: Full time Permanent, Non Union**

**Closing Date: Sunday, May 13, 2018**

## Choose Barrie

The City of Barrie is a vibrant, progressive and growing community with deep connections to our heritage, to nature and to the opportunities surrounding us.

Our community values quality of life; the ability to play year-round with 300 hectares of park space, our beautiful waterfront, our lively downtown core and the nearby hills, wetlands and forests. We also value connections; to our neighbours and the community, to our road and rail network, and to the opportunity Barrie provides to enjoy life.

Everything Barrie has to offer, from the water we drink to the roads we travel on, has one thing in common - municipal workers. Joining a municipality is one of the most rewarding, engaging and exciting careers you could choose. It is a career you can take pride in knowing that every day you make a positive impact on an entire community. We are one team, with one goal and we all work together to continue making our community great.

## The Opportunity

The Recreation Services Department is comprised of three branches: Business Services, Recreation Programs and Facility & Client Services. Recreation Services builds vibrant, healthy, active and connected communities by providing facilities and programs that give all Barrie Residents an opportunity to participate in recreational activities.

The Recreation Programs branch provides diverse and accessible recreation activities for all abilities and skill levels, with a focus on promoting healthy and safe lifestyle, developing physical skills and, encouraging social interaction and fostering community engagement. This includes registered programs, drop in activities, partnership programs, community-based events and celebrations.

Recreation Facilities is responsible for ensuring that the City of Barrie recreation facilities and sports fields are operated and maintained in a safe cost-efficient manner, in full compliance with relevant codes, regulations and legislation. Client Services strives to ensure the highest level of customer service is provided to all members of the community: providing accurate, current, and helpful information for inquires and concerns; processing customer transactions in an efficient, accurate and caring manner.

The Business Services branch is responsible for the financial process, strategic planning efforts and technological initiatives which support the day to day operations and long-term planning process of the Recreation Services Department. The three branches work together to deliver the programs, services and facilities that create a vibrant, livable and resilient community.

Under the general guidance and direction of the Director of Recreation Services, the Supervisor of Recreation Administrative Services position is responsible for coordinating, supervising the daily administrative and office support functions of the Recreation Services Department including confidential and non-confidential administrative support to the Director and department management team. Specifically, this position provides, customer service, supervises administrative staff and City Hall Client Service desk operations and performance in accordance with established service delivery standards, key performance standards and customer principles, standards and techniques,

monitors and tracks financial reconciliations, and maintains electronic and hardcopy records. Furthermore, this position acts as a point of contact for, and investigates and responds to escalated inquiries, requests or complaints received in the department. Additionally, this position assists with the review of service delivery processes to support operational requirements, process improvements, development of training documents and programs, performance measures and quality assurance of the client service desk. Lastly, they supervise an extensive payroll processing and human resource document management system for over 60 FTE and 500 Part time staff monitors the Rec Access Program and coordinates the department central and decentralized file management system. Overall, this position plays an integral role in providing support to the Recreation Services department to enable comprehensive delivery of services to City of Barrie residents and customers.

## Our Culture and Qualifications of the Job

### Corporate Culture

- Your workplace values align with our corporate values of [\*Strive, Share and Care\*](#) and you want to join us in providing exceptional services and programs to build a prosperous, growing and sustainable community

### Education (degree/diploma/certifications)

- Two (2) year College Diploma in Office Administration, Business, Recreation or related discipline
- Standard First Aid and CPR Level C Certifications within three (3) months of hire
- Automated External Defibrillator (AED) Certification within three (3) months of hire

### Experience

- Four (4) years of experience performing duties related to the above mentioned major responsibilities within a recreation and/or customer service work environment including leadership and/or supervisory experience and experience providing administrative support for senior/executive level officials and/or elected/appointed officials
- Demonstrated payroll, accounting, cash handling, and reconciliation experience
- Demonstrated experience delivering training and development training tools

### Knowledge/Skill/Ability

- General knowledge of the following legislation, regulations and/or requirements:
  - Accessibility for Ontarians with Disabilities Act (AODA)
  - Occupational Health and Safety Act (OHSA)
  - Liquor Licence Act
- General knowledge of liability insurance requirements with respect to event management
- General knowledge of municipal, provincial, and federal government services and programs
- General knowledge of supervisory principles, labour relations principles and collective agreement administration
- Working knowledge of customer service principles, standards and techniques
- Working knowledge of administrative, clerical, and payroll processes and procedures, records management practices, procurement practices, budgeting practices, and general office equipment operation
- Working knowledge of cash handling and management practices
- Thorough knowledge of customer/public relations principles
- Demonstrated ability to:
  - adapt to system/process changes and challenges;
  - align section programs/services with branch, department and corporate goals, objectives and initiatives;
  - build cohesive and motivated teams;
  - deal with difficult customers, diffuse emotionally-charged situations and resolve customer issues in a diplomatic and professional manner;
  - develop, promote and maintain relationships with internal and external stakeholders;
  - exercise discretion and judgment when handling confidential, sensitive, and/or controversial information;
  - identify problems, develop and evaluate options, and implement solutions utilizing reason, judgment and prescribed resources;
  - implement new initiatives or adapt existing section initiatives to meet the needs of the branch, department and corporate goals, objectives and initiatives;
  - interact effectively and courteously with all levels of staff and contacts in a political and community/client service environment;

- lead and inspire innovation and the adoption of best practices;
- lead, coach, mentor and support staff;
- maintain a high standards of public relations at all times;
- maintain confidentiality and ensure the security of private information in accordance with the Municipal Freedom of Information and Protection of Privacy Act;
- multitask and prioritize conflicting priorities and work demands within a fast paced work environment;
- perform in a manner which is consistent with corporate goals, vision, mission, and values;
- prepare reports, and deliver training/presentations;
- prioritize and process a high volume of email, telephone and/or in person inquiries, requests and/or complaints;
- promote a culture of learning and improve organizational competence by creating learning opportunities for staff;
- select and apply suitable mathematical methods to conduct basic calculations including addition, subtraction, multiplication and/or division;
- think and act strategically in a political and community service environment;
- work collaboratively in a group setting to achieve a desired objective, goal and/or outcome
- work independently with minimal supervision
- Intermediate organizational, prioritization, and time management skills
- Intermediate research, decision making and problem solving skills
- Intermediate customer service, interpersonal, facilitation, training, teamwork and leadership skills
- Intermediate verbal communication and written communication (recording/minute taking, editing, and formatting) skills
- Intermediate computer literacy utilizing Microsoft Office Suite (Excel, Outlook, PowerPoint, Visio, Word), registration system software, facility scheduling software, Point of Sale (POS) system software, purchasing software, and the Internet
- Availability to accommodate deadlines, and/or peak period workloads that may extend beyond the workday and/or occur on evenings/weekends

## Other Important Information

**Location:** City Hall, 70 Collier Street in Barrie

**Hours:** The normal hours of work are 35 hours per week, Monday to Friday with a varying schedule to support business demand with overtime required occasionally.

**Wage:** This is a Level 11 position on the Non-Union Pay Scale with a 2017 pay range of \$69,083.79 to \$88,134.17 per year (\$37.96 to \$48.43 per hour).

**Benefits:** This position includes a comprehensive non-union benefit plan, including but not limited to extended health and dental coverage, life and accident insurance, paid vacation and sick days, short/long term disability plans, OMERS pension plan, discounted rate for City Fitness Memberships and much more.

## The Application Process

Please submit your resume electronically by quoting file # **E-18-11 Supervisor of Recreation Administrative Services** in the subject line (*MS Word or pdf format only*) to email [hire.me@barrie.ca](mailto:hire.me@barrie.ca) by Sunday, May 13, 2018.

Don't meet the credentials as outlined but have years of directly related experience? Please see the City's [Education Equivalency Procedure](#) to determine if you may qualify for equivalency. Further information is available at [www.barrie.ca/JobOpps](http://www.barrie.ca/JobOpps).

- Position Equivalency Code: C

Please note that verification of educational credentials will be required at the interview stage of the selection process.

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*The City of Barrie is an equal opportunity employer and we will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages*

*of the recruitment and selection process.*

*Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) for the purpose of candidate selection.*

*Disclaimer: The job posting has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties and responsibilities required of employees to do this job. For full position details, please request a copy of the Job Description by emailing [hire.me@barrie.ca](mailto:hire.me@barrie.ca)*

*We thank all applicants and advise that only those selected for an interview will be contacted.*



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