



MUNICIPALITY OF JASPER JOB DESCRIPTION MANUAL

Title: Recreation Facilities Assistant Manager (Arena)

Classification: Band 7 out of scope	Supervisor: Recreation Facilities Manager
Department: Community Development	Work hours: 7.5hrs/day 37.5hrs per week

SUMMARY DESCRIPTION

Reporting to the Recreation Facilities Manager, the Assistant Manager (Arena) ensures the safe, efficient, and high-quality operation and overall management of the arena, and supports the operation of the municipality's recreation facilities. This leadership role involves supervising staff, coordinating daily maintenance and scheduling, and providing hands-on support for both administrative and operational tasks. The Assistant Manager ensures that all users enjoy a clean, safe, and welcoming environment while making sure the facility runs in accordance with all relevant legislation, policies, and procedures.

The position acts as a key contact for user groups, the general public, and internal stakeholders, aligning with the Municipality of Jasper's values and objectives.

POSITION-SPECIFIC DUTIES

Operations & Facility Management

- Coordinate and oversee the daily operations of the Arena, ensuring high standards of maintenance and cleanliness.
- Manage, Supervise and support staff responsible for ice installation, resurfacing, and removal.
- Delegate tasks efficiently, conduct regular performance evaluations, and ensure staff certifications are current.
- Ensure consistent application of the Collective Agreement by supporting fair, respectful, and transparent workplace practices in alignment with organizational policies.
- Coordinate and collaborate with other areas to ensure appropriate facility staffing for events and programs.
- Monitor facility condition and ensure timely repair of any issues.
- Implement, oversee, and maintain preventative maintenance programs.
- Coordinate and monitor work conducted by contractors to ensure compliance with municipal standards and timelines.
- Coordinate and collaborate with other departments (especially operations and maintenance) to ensure successful facility operations.
- Support Recreation Facilities Manager and assume responsibilities in the role when needed.

Staff Supervision & Scheduling

- Provide direct supervision, leadership and mentorship to Arena Operators, workers and support staff, fostering a positive, respectful and accountable team environment.
- Participate in all stages of employee management—including recruitment, onboarding, training, coaching, progressive discipline, and ongoing development—in alignment with municipal policies and the collective agreement, working within the parameters of a unionized environment.
- Prepare and manage staff schedules to ensure adequate coverage for day-to-day operations and special events.
- Support training, performance management, and adherence to municipal policies.
- Act as a key contact in emergencies, supporting effective response coordination and communication.
- Perform annual performance evaluations for arena staff, assist Recreation Facilities Manager in annual performance evaluations of related facilities staff as requested.
- Provide recommendations to the Facilities Manager regarding the organizational structure and staffing of the department and facilities as appropriate.

Administrative & Customer Service

- Prepare arena annual budget and capital plans, as well as arena operational reports to support the Manager. Assist with the preparation of overall facility budgets and operational reports.
- Ensure that all procurement is completed in accordance with the approved budget, Municipality of Jasper policies and other regulatory requirements.
- Authorize purchases and accounts within assigned limits.
- Provide support to booking staff and oversee facility bookings and scheduling, including resolving scheduling conflicts.
- Act as a primary point of contact for user groups and the public.
- Respond to questions, concerns, and feedback from community members in a timely and professional manner and escalate when necessary.
- Maintain accurate, up-to-date operational, maintenance, and inspection records and ensure compliance with provincial regulations.

Health & Safety

- Support and enforce OHS legislation and internal safety policies
- Ensure that supervisors and workers are competent and informed
- Provide the tools, equipment, and training required for safe work
- Investigate worksite incidents and monitor departmental safety performance
- Promote a proactive safety culture and lead by example
- Ensure all work is performed in accordance with OH&S regulations and municipal health and safety policies.
- Participate in safety inspections, incident reporting, and emergency preparedness.
- Identify and address potential hazards, fostering a safe environment for staff and facility users.
- Contribute to the development and implementation of risk management strategies and procedures.
- Document and report all incidents or near-miss situations in accordance with policy;

GENERAL MUNICIPAL DUTIES

- Act as an ambassador for the Municipality of Jasper in the community;
- Work collaboratively with other municipal department staff;
- Model and promote a culture of continuous improvement, guided by the Municipality of Jasper's values: respect, accountability, communication, professionalism, empathy and teamwork;
- Foster positive relationships with the public by providing courteous, responsive, and knowledgeable service;
- Follow municipal policies and procedures;

COMPETENCIES AND BEHAVIOURS

- Strong leadership, supervisory, and communication skills, with the ability to mentor and motivate teams and engage respectfully with the public.
- Effective communication and interpersonal skills, including conflict resolution.
- Ability to prioritize tasks and manage time in a dynamic environment.
- Reliable, flexible, and strong team player.
- Customer-focused with a solution-oriented mindset.
- Professionalism, discretion, and integrity in all interactions, with a commitment to municipal values and confidentiality.
- Organized, self-motivated, and adaptable to changing operational needs, including evening, weekend, and on-call work.
- Commitment to teamwork, continuous learning, and supporting seven-day-per-week operations and special events.

KNOWLEDGE, EDUCATION, AND EXPERIENCE

- High school diploma or equivalent.
- Post-secondary education in Recreation Facility Management, Arena Operations, Building Operations, or a related field is considered an asset.
- 3 years of experience in arena, recreation facility, or general facility management.
- Valid Class 5 drivers' license.
- Current Standard First Aid/CPR/AED certification required before end of probationary period.
- Alberta Arena Operator Certification is preferred.
- WHMIS certification is preferred.
- 3 years previous supervisory experience managing diverse teams.
- Experience in facility scheduling and maintenance software is preferred.
- Criminal Record Check with vulnerable sector
- Strong mechanical aptitude with the ability to identify, understand and troubleshoot recreation facility systems and equipment such as the ice plant and HVAC is preferred.
- Experience operating ice resurfacing and maintenance equipment considered an asset

Approved:

Date: _____

Bill Given
Chief Administrative Officer