



Township of
Leeds and the
Thousand Islands

Recreation and Facilities Coordinator

Permanent Full-time

Closing Date: July 26, 2024

The Township of Leeds and the Thousand Islands is seeking an individual to join our team in the full-time position of Recreation and Facilities Coordinator.

The Township of Leeds and the Thousand Islands (Township) is a vibrant, diverse community in Eastern Ontario. We have the world-renowned 1000 Islands and St. Lawrence Seaway along our southern boundary and the UNESCO-designated Rideau Canal on our north. We are conveniently located within hours of two of the largest metropolitan areas of Canada as well as the eastern seaboard of the USA. We have 9,500 permanent residents, thousands of seasonal residents, and welcome tens of thousands of visitors to our region every year. The Township offers its citizens a great lifestyle, with the perfect balance of heritage, culture, services, outdoor activities, and contemporary living.

POSITION SUMMARY

Reporting to the Director of Operations, the Recreation and Facilities Coordinator is responsible for the overall development, delivery, promotion and evaluation of a variety of municipal recreation programs and leisure activities, including, scheduling Township facility rentals.

RESPONSIBILITIES:

- Oversee and manage customer service for all facilities and regularly scheduled programming
- Responsible for ensuring booking contracts are completed accurately and entered into the booking system in a timely manner including facility reservations, activity registrations, point of sale transactions e-communications
- Work directly with clients to ensure events are booked and all details are arranged
- Working with the facilities to coordinate client tours of facilities
- Collaborate with department employees to ensure all events have excellent professional service including ensuring facilities are prepared as required
- Participate in the development of the department annual budget
- Actively pursue existing and possible additional revenue sources
- Work with the Corporate Services department to ensure the accurate and timely recording of all invoicing and payments per established procedures
- Assist in the creation and implementation of internal controls for harbour, parks and recreation facilities, which includes petty cash, daily rental and admission cash revenues and seasonal deposits
- Issue rental agreements and ensure timelines are adhered to
- Prepare booking reports and analysis as required
- Provide front office support and customer service assistance, as required
- Administer the day to day operations of the facility bookings and recreation programming software ebase to ensure a user friendly, streamlined process for residents and customers that is in accordance with Township policy

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- Working with Corporate Services, coordinate program promotions and advertising
- Evaluate programs for customer satisfaction and to ensure program goals and deliverables are achieved
- Provide analysis, strategies and recommendations for the present and future need of programs and leisure activities
- Remain current on trends and program availability and gaps in the local market and develop strategies to meet fluctuating needs
- Monitor revenues and expenses to ensure that programs operate within budget
- Source funding opportunities to optimize municipal program offerings including the pursuit and submission of grant applications
- Manage successful grant timelines, submitting required documents and reports
- Assist community groups such as volunteers, community organizations and businesses in the planning, organization and promotion of third-party programs on Township property and facilities while ensuring compliance with all Township and other legislative requirements
- Prepare information for Management to assist in reports to Council and tenders/RFPs
- Monitor internal controls to ensure that they are working as established
- Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the *Ontario Occupational Health and Safety Act*.

The foregoing reflects the key duties and responsibilities of the position and should not be construed to be an all-inclusive description.

QUALIFICATIONS:

- Post-Secondary diploma or degree in recreation and leisure, event planning or business;
- A minimum of two (2) years of recreation or business experience
- Exceptional customer service experience, interpersonal and communication skills
- Ability to work collaboratively and positively with community members;
- Ability to work in a team environment and manage multiple priorities;
- Extensive experience to plan, organize and manage work with minimal supervision and complete assigned duties within timelines;
- Willingness to work with colleagues on inter-departmental project teams and initiatives
- Superior computer skills in Microsoft Office, web content, internet programs, marketing and social media and related office equipment;
- Experience using ebase software is considered an asset;
- Excellent verbal (courtesy, tact, discretion, explanation, judgement and presentation skills) and written communication skills including grammar/spelling skills for proofreading, editing and writing reports/correspondence;
- Demonstrated excellent organizational skills and time management skills;
- Sound knowledge of financial management;
- Valid class "G" driver's license in good standing;

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- Discretion and good judgement when handling confidential/sensitive material and information;
- Proof of satisfactory police record check.

The 2024 hourly wage range for the position is \$35.12 to \$39.53 per hour commensurate with experience and qualifications. The Township offers a comprehensive benefits package and participation in the OMERS pension plan.

For more information and to view a detailed job description, please visit the [career section](#) of the Township's website.

please submit your covering letter and detailed resume in confidence to hrmanager@Townshipleeds.on.ca by 4:00 p.m. Friday, July 26, 2024.

The Township is an equal opportunity employer. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act. In accordance with the Accessibility for Ontarians with Disabilities Act (2005), accommodation will be provided upon request throughout the selection process.