

Job Description

Job Title: Programs Coordinator

Department: Community Services

Supervisor's Title: Community Programs Manager

Note to the reader: This job description is intended to relay information that describes the general responsibilities, tasks, and processes involved in performing the duties of this job. It is not intended to be a comprehensive list of tasks or a detailed step-by-step job manual. The information provided will indicate the general skill, effort, responsibility, and working conditions expected in the role.

Purpose of the Job

Under the direction of the Community Programs Manager, the Coordinator is responsible for the organization, planning, development, delivery and evaluation of all recreation and leisure programs and activities. The Coordinator will design and implement programs, events and services to meet the needs of the community and corporate strategic initiatives as outlined by Council. The Coordinator will also be responsible for the submission, and maintenance of grant applications. The Coordinator will be responsible for coordinating facilities rentals for private and municipal events.

Key Responsibility 1

Programs

- Organize, plan, develop, deliver and evaluate recreation and leisure programs and activities, providing opportunities to all ages to promote a healthy and active lifestyle.
- To maximize the use of existing municipal facilities including arenas, community halls, parks, trails and open spaces throughout the Municipality.
- To assess and make recommendations to the Manager on municipal participation in new projects or programs based on their consistency with Municipal priorities & policies.
- To avoid duplication of services and better meet community needs, coordinate community recreation resources and encourage communication and cooperation among partners involved in the provision of recreation and leisure services.
- Organize, coordinate and facilitate meetings with individuals, user groups, schools, community groups to assist with their needs as required – access to facilities, promotion, partnership opportunities etc.
- Collect, evaluate and provide statistical information on programs and leisure activities when required.
- Under the direction of the Manager, draft and update marketing and communication information.
- Attend recreation programs, workshops, meetings and events, beyond the normal workday, when required.

Key Responsibility 2

Grants

- Responsible for conducting the full range of activities required to prepare, submit, and manage grant proposals.

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- Prepares and compiles all components of each grant submission, ensuring that the proposal is formatted, packaged, and submitted in accordance with granting agency requirements.
- Advises and/or assists as appropriate in the design, formatting and preparation of grant documentation, to include creation of computerized statistical summaries and/or graphics.
- Develops and maintains databases and systems for recording and tracking grant proposals.
- Maintains currency of knowledge of grant funding policies, regulations, and procedures; disseminates and/or presents changes to Manager and advises on the implementation of changes, and on the impact of changes on funded operations.

Key Responsibility 3

Event and Rental Coordination

- Act as liaison between the Municipality and summer and winter sports organizations, clubs and associations. Manage reservations and scheduling of facilities, including, but not limited to; arenas, community centres, playing fields and outdoor pools.
- For proper communication, ensure rental software program is updated daily.
- Work with event and rental parties to ensure rental and event information is documented to manage the preparation of municipal facilities. Provide open communication with Recreation Foreman on rental requirements and set-up.

Key Responsibility 4

Customer Service & Managerial Support

- To provide excellent customer service and support to the public, community groups and municipal colleagues.
- Communicate with facility users to promote facilities, confirm rentals, field inquiries, comments and concerns regarding facilities through in-person, telephone and e-mail
- Respond to community needs and public inquiries/complaints as they relate to recreation programming.
- Provide assistance to the public on the policies regarding the use of municipal facilities.
- Ensure programs, events and divisional information is up to date on the website and supplied to the manager for approval and release.
- Perform other duties as assigned by the Manager.

Health and Safety

Responsible, as an employee, for health & safety under the Occupational Health & Safety Act (OHSA). This includes, but is not limited to:

- Working safely within the law and safe work practices/procedures (understanding and following standard operating procedures, wearing personal protective equipment, using MSDS information, ensuring all guards are in place).
- Immediately reporting unsafe acts, conditions, or contraventions of the OHSA to a supervisor, the JHSC, or a Health & Safety representative.
- Maintaining a clean, orderly and safe work area.

Education and Qualifications

- College Diploma in Recreation & Leisure or a related program
- A minimum of 2 years' experience in related employment
- A minimum of 2 years' experience in municipal grant writing
- A proven track record of high quality work accomplishments
- Ability to obtain a vulnerable sector check deemed satisfactory by the municipality.
- Possession of a valid G Class Driver's License

Knowledge, Skills, and Equipment

- A thorough working knowledge of recreation and leisure programs, event planning and delivery.
- Proven ability to working in a complex environment that requires a high degree of sensitivity and a need to maintain confidentiality, a high level of integrity and professionalism, along with superior client service skills at all times.
- Experience in preparing facility event schedules and plans.
- Strong understanding of all applicable legislation, by-laws, and policies.
- Strong oral and written communication, and presentation skills, complemented by a proficiency in computer literacy and Microsoft Office skills, and Social Media.
- Excellent administrative, organizational and research skills, with a proven ability to prioritize and exercise judgement.
- Flexibility in regard to work load and schedule as frequent interruptions are expected from issues arising from management and employees, and attendance outside of office hours will be required.
- Ensures that the tasks are completed in a timely and efficient manner, to meet Council established service levels and deadlines.
- Following established procedures, policies, administrative fee structures, and other documentation required to effectively deliver the Municipality's programs.
- Interpreting and applying Council established policies pertaining to all aspects of the Municipality's facilities.

Personal

Communication with internal and external individuals is regular in this position. Internally, this includes: municipal employees, managers and members of Council. Externally, this includes: the general public, consultants, members of the media, and government representatives.

Working Conditions

Work occurs in an office environment with a high degree of public contact, as well as exposure to highly sensitive and confidential issues, which may be of a personal nature. This position requires long periods of sitting, as well as consistent visual concentration upon computer screens. Assists with event set-up. Hours of work are scheduled within the core operating hours of 8:00 A.M. - 4:30 P.M., Monday through Friday. Occasional overtime may be required to deal with peak periods. Attendance at after-hours meetings and special events will be required from time to time.