



Employment Opportunity
Marina and Recreation Supervisor (Full-Time, Permanent)

We invite you to become a part of our vibrant municipal team in Prescott, the historic Fort Town on the St. Lawrence River with convenient access to Ottawa, Montreal, and Toronto.

Position:	Marina and Recreation Supervisor
Competition #:	04-2023
Type:	Full-Time, Permanent - Non-Union
Reports To:	Manager of Community Services
Hours:	35 hours per week; weekly hours are dependent on operational needs and may include weekends and holidays as required.
Rate of Pay:	\$29.49 per hour, less all statutory requirements
Benefits:	Yes
Start Date:	Monday, April 17, 2023

Scope of Position

Reporting to the Manager of Community Services, the Marina and Recreation Supervisor is responsible for coordinating the overall program/marketing, operations and maintenance activities of the 150-Slip municipal marina and related facilities/services in the Spring/Summer and assists with planning and delivery of recreation programming, including overseeing the arena canteen in the Fall/Winter; provides support to the Community Services Department as required.

Key Duties and Responsibilities

- Coordinates day to day operations of the municipal marina, including staff scheduling and supervision and performance measures, slip rental/payment administration, customer service, complaint resolution, advertising/promotion.
- Responsible for human resource supervision at the Marina including planning, prioritizing and assigning work to seasonal staff, provides onsite supervision of staff and contractors to ensure adequate performance of tasks and duties, ensures staff are appropriately trained and work in a safe, courteous and professional manner, assists with hiring, discipline and termination.

- Accountable for health and safety responsibilities of assigned staff, ensures compliance with all relevant legislation including but not limited to OHSA, Town Health and Safety Policies and Procedures, WHMIS, and other applicant legislation.
- Provides input into the development of related operating budgets; monitors budget against financial targets; researches products and services and prepares price quotations for marina and community services projects for budget purposes.
- Allocates boat slips, execution of lease agreements/permits in accordance with the predetermined policies and procedures and utilizing the reservation system.
- Coordinate the daily operation of the arena canteen and oversee the preparation of food and counter services
- Identify canteen stock requirements and place orders with appropriate vendors on a regular basis.
- Administers daily cash receipts, prepares statements for Manager; ensures electronic tracking, data entry & effective use of computerized systems
- Assists with the planning and policy development for the marina and assigned recreation areas, develops advertising and promotion options, and strategies related to assigned areas to increase attendance, enhance image and to support operational goals.
- Completes and records preventative maintenance inspections.
- Maintains high standards of cleanliness, plant maintenance and professional service to all seasonal/transient boaters, residents and visitors and ensure same is provided by staff; collects and analyzes information to assess the needs for marina/canteen upgrades and standard maintenance practices.
- Prepares and submits written reports on the Marina operations and canteen operations as necessary.
- Performs other duties as assigned at the Marina, Arena and within the Community Services Department

Effective Working Environment

- Develops and maintains positive working relationships working as a team member in the department, across the organization and with external organizations and agencies.

- Plans and organizes the daily operations of the marina; supervises staff in the work unit, managing the work flow in order to achieve the most effective utilization of staff resources.
- Creates a team environment which fosters and develops effective working relationships and high performance; proactively addresses any morale, cooperation and productivity issues; participates in the performance management process.
- Builds support for work unit goals/objectives by communicating expectations and rationale and by monitoring and measuring work and outcomes; looks for daily opportunities to highlight the connection between service unit goals and day-to-day activities.
- Responsible for organizing and scheduling own assignments in support of the Recreation Department according to specific work plans and adjusting work routine to accommodate new/added requirements.
- Contributes to department goals/objectives; looks for daily opportunities to highlight the connection between service unit, department and corporate goals and day-to-day activities.
- Clearly, concisely and actively communicates in a timely manner using effective communication tools and approaches.
- Deals with employee relations issues based on a sound understanding of employment policy/practice.
- Responsible for the health and safety of self and others within the service unit ensuring a safe work environment and taking every precaution for the protection of others

Focuses on Results and Continuous Improvement

- Demonstrates a high level of customer service with tact, diplomacy and flexibility in responding to internal and external customer needs; ensures that customers are served efficiently and in a timely manner, and re-directs customers to other staff in the organization who can appropriately serve their particular needs where required.
- Facilitates concise, accurate, two-way and timely written and verbal communication of information within the service unit, across the organization and to customers and rate payers to ensure effective delivery of outcomes and results.
- Researches, prepares and submits recommendations, reports, statistics necessary for the coordination and delivery of marina and recreation services.

- Identifies and suggests routine changes which will improve service to internal or external customers; makes recommendations to policies and procedures and develops new/improved methods to perform own work and work processes for the function.
- Provides a high degree of confidentiality and security around information provided to produce content for the Manager, Management Team, the CAO and Council and other sensitive information sources where information is developed prior to staff/public release.

Required Qualification And Competencies:

1. Post-secondary course study in marina/facility operations is an asset
2. Proven technical skills with experience in marina management operations, including supervisory experience.
3. Demonstrated ability to maintain positive working relationships and to work collaboratively and effectively with a broad spectrum of individuals.
4. Excellent verbal and written communication, customer service and interpersonal skills; uses tact and diplomacy; effectively delivers consistent messages providing the right information at the right time to the right audience.
5. Demonstrated ability to work collaboratively and effectively with a broad spectrum of individuals; an effective leader, critical thinker and problem-solver.
6. Ability to consistently demonstrate excellent customer service.
7. Computer literacy in MSOffice, PerfectMind/XplorRec software, Canva, Outlook and the Internet;
8. Class G Driver's license in good standing and reliable vehicle to use on department/corporate business.
9. Availability to assist with emergency response and to attend after-hours meetings or special events as may be required.
10. Demonstrated level of professionalism and confidentiality with strong ethics.

Please submit a detailed resume and covering letter, in confidence, by the closing date to hr@prescott.ca. Please indicate the competition number 04-2023 and position title in the subject line.

Closing date: Tuesday, April 11, 2023, at 4:00 p.m.

The Town of Prescott is an equal opportunity employer. Accessibility accommodations are available for all parts of our recruitment processes. Applicants need to make their needs known in advance. We thank all applicants for their interest and only those individuals selected for an interview will be contacted. Information is collected solely for the purpose of job selection under the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.