POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Coordinator, Facility Operations
DEPARTMENT: Athletics and Recreation
POSITION NUMBER: 00500300
GRADE: 7 EFFECTIVE DATE: October 10, 2013

JOB SUMMARY:

Reporting to the Manager, Facilities and Operations, the incumbent is responsible for the management of the day-to-day operations of Athletics and Recreations (A&R) to ensure the safe, effective and efficient operation of the A&R sports facilities on main and west campus. The incumbent supervises full and part-time staff with regard to day-to-day operations of the Athletics & Recreation Centre (ARC) stadium, field operation and the equipment service areas. The position also includes budget preparation and monitoring, supervision of maintenance, renovations and facility related projects, as approved by the Manager.

Position requires flexible work hours, including a significant number of weekend and evening shifts.

KEY RESPONSIBILITIES:

- Management of the day to day operations of the athletic facilities (ARC, Pool, Fields, etc.)
- Provides work direction, and technical/functional guidance to staff. Schedules and assigns work, and oversees its completion. Coordinates and monitors work flow.
- Schedules and approves, or recommends the approval of, employees' hours of work, overtime and absences. Monitors and oversees employee attendance.
- Participates in screening and interviewing job candidates, and providing input into staff selection.
- Reviews assignments and provides feedback on work to employees. Provides input on work performance to management staff.
- Provides orientation and on-the-job training to employees in the unit. Provides coaching and feedback on work quality issues, providing related day-to-day supervision. Escalates unresolved performance and/or disciplinary matters to management.
- Oversees routine facility maintenance, repairs, alterations, special projects, supplies and equipment associated with all athletic facilities. Coordinates facility maintenance requests and schedules with PPS as approved by the Manager. Provides input and assistance with project planning as directed by the Manager.
- Responsible for scheduling the allocation of physical activity, academic and social event space in the athletic facilities according to A&R Facility Policy and Procedures. Must liaise with a broad cross-section of constituents including faculty/staff, students, university personnel from other departments, local community groups etc. to ensure that the ARC facilities are operated with maximum utilization in an effective, safe and efficient manner.
- Establishes weekly facility use schedules in accordance with established policies and priorities, approves routine external client event use/reservations/contracts.
- Responsible for the postponement, cancellation or re-scheduling of events due to unusual circumstances such as inclement weather, poor field conditions and safety concerns.

- Handle issues and concerns in a professional manner; regularly monitoring staffing levels and physical plan set-ups for internal and external sport functions to ensure the appropriate, safe and effective use of facilities.
- Responsible for receiving/ dealing with athletic facility related incidence/accident reports and determining when to notify and involve senior staff.
- Assists in preparation of budgets and monitors budget lines associated with operations staff, maintenance, repairs, and equipment; approves and submits payroll information.
- Serves on the Departments safety and risk management committees.
- Other duties as assigned by the Manager, and/or Director of Athletics and Recreation.

REQUIRED QUALIFICATIONS:

- Minimum 3 year post secondary education preferably in sport, business or facility administration; university degree preferred.
- Related work experience of 5 or more years in building repairs, alterations and maintenance, combined with solid technical knowledge of sport facilities and equipment.
- Satisfactory CPIC and vulnerable sector screening
- Experience supervising staff in a unionized environment
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Experience supervising staff including scheduling, hiring/interviewing, and assessing work of both unionized and non-unionized employees; ability to prioritize work assignments and build effective teams
- Strong interpersonal and leadership skills
- Ability to communicate effectively with a diverse range of people, across varied levels of the organization
- Decision making skills and ability to motivate and create a positive work environment
- Strong organizational skills; ability to coordinate the effective and efficient operation of athletic and recreational facilities
- Knowledge of the design, construction and maintenance of athletic facilities
- Knowledge of athletic programs and facilities operations at the community and/or post-secondary level
- Competence in the use of information technology

DECISION MAKING:

- Decisions to allocate approved resources for operational expenditures (services, purchases etc.)
- Decisions related to the safety of equipment and facilities
- Decisions to postpone, cancel or reschedule events due to unusual circumstances
- Assesses the suitability of job candidates and recommends the most appropriate person for hire.
- Determines priorities and makes decisions about staff utilization and the assignment of work to achieve optimum efficiencies and productivity.
- Assesses employees' training needs and makes recommendations for internal or external training to attain proficiency.
- Monitors and assesses output and the quality of employees' work, and recommends need for formal training or development plans to management and identifies possible staff performance and/or disciplinary issues.
- Decisions related to scheduling priorities of academic, athletic and other non-athletic events

(convocations, registrations, examinations, concerts, conference groups) consistent with written policies.

- Decisions related to public relations and the School's interface with the community
- Assists with budget preparation activities; monitors budget lines, and determines when to raise more complex issues with Manager.

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate