



Career Opportunity Arena Manager

The Opportunity

Do you have experience in recreation facility management? Do you have interest in working with a motivated Board and community partners to enhance recreational opportunities in the Antigonish community? Are you a self-motivated leader who can turn the proud history of the Antigonish Arena into new opportunities? If so, this opportunity may be for you!

The Antigonish Arena is seeking a dynamic, community minded leader to be its next Arena Manager. Reporting to the Arena Management Board (the Board), the Arena Manager assumes responsibility for the overall operation and management of the Antigonish Arena. As the face of the Antigonish Arena, the Arena Manager works with the Board and community to establish a vision and direction for the Arena's programs and services to ensure they meet the needs of the community, foster excellence in sport and recreation and are of high quality.

The Arena Manager will foster a culture of excellence in customer service and build strong relationships with community partners to support the Arena's operations. You allocate time and effort to understanding and meeting the needs of customers and consistently display good interpersonal and social skills. The Manager will also ensure the operations of the Arena are safe, efficient, and optimal for a public facility. With a small staff team, this will often require you to balance oversight with direct service delivery.

The Arena Manager has an excellent understanding of general business concepts. You identify and capitalize on new opportunities to generate revenue and utilization of the facility. You cooperate with other facilities to draw more opportunity to the Antigonish area. General responsibilities of the Manager include:

- Customer service & stakeholder management.
- General administration & business development.
- Facility operations.
- Financial management.

Specific responsibilities of this position can be found in the job description below.

Welcome to Antigonish!

The Antigonish Arena is jointly owned by the Municipality of the County of Antigonish and the Town of Antigonish and operated by a Board of Directors comprised of municipal officials and community volunteers. Antigonish is a vibrant and growing community. Here, you will find a competitive business environment, state-of-the-art educational facilities, regional health-care facilities, a vibrant arts and cultural community and a wide range of sport and recreational opportunities.

Antigonish offers an excellent quality of life, with an active, event-filled schedule, a variety of indoor and outdoor recreational facilities for major social and sporting events throughout the community. Working, living, learning; you can do it all in Antigonish!

Work with Us

Hours: 40 hours / week. Flexible hours will be available to the successful incumbent due to the nature of the work. Evening and weekend work will be required.

Term & Salary: This is a permanent, full-time position. The salary for this position is \$65,000 annually. Medical benefits, paid vacation and enrolment in a matched RRSP are also provided.

Please submit your application by 4:30 PM Monday, June 6, 2022.

Merge your cover letter and resume into one document. Submissions should outline the applicant's education & training, experience, and other related qualifications that would allow the applicant to successfully perform the duties of the position.

Offer of employment is conditional upon the completion of all applicable background checks and confirmation of credentials. Checks may include one or all the following checks: Reference / Employment Verification, Criminal Background, Vulnerable Sector Check and Education.

Applications must be submitted by the deadline above to alisha.bowie@antigonishcounty.ns.ca. Questions related to this opportunity can be sent to the same email address or to Alisha Bowie at 902.863.1117.



POSITION DESCRIPTION

POSITION TITLE: Arena Manager - Full-Time, Permanent
RESPONSIBLE TO: Antigonish Arena Management Board
LOCATION: 30 James Street, Antigonish
DATE: May 10, 2022

SCOPE

Reporting to the Arena Management Board (the Board), the Arena Manager (the Manager) assumes responsibility for the overall operation and management of the Antigonish Arena. As the face of the Antigonish Arena, the Manager works with the Board and community to establish a vision and direction for the Arena's programs and services to ensure they meet the needs of the community, foster excellence in sport and recreation and are of high quality.

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RESPONSIBILITIES

The following is a general outline of the duties and responsibilities of the Manager. The listing is not intended to be all inclusive or to limit the Manager's initiative to expand

function beyond this scope nor is it intended to limit the Board's right to assign other duties or to modify these duties due to operational requirements.

Customer Service & Stakeholder Management

- Coordinate the efficient operation and optimal usage of the facility as outlined by the Community Access Plan and by the Board.
- Ensure the provision of high-quality, customer and community-centred service.
- Ensure the facility is open, available and prepared to receive users and the public during operating hours.
- Assess current operations and develop new programs and services based on community needs and opportunities.
- Foster positive and constructive relationships with stakeholders including municipal officials, other government officials, tenants, facility users, businesses, community partners and the public.
- Meet with Arena users and stakeholders on a regular basis to ensure the facility and its operations continue to meet the needs of users and the community.
- Communicate regularly with users with respect to operations and programs and address any complaints/concerns.

Administration

- Manage the day-to-day affairs of the Arena in accordance with the policies, plans and priorities approved by the Board.
- Attend, coordinate and provide support for meetings of the Board, including providing notice, preparing agendas, and providing background information.
- Manage all official correspondence for the Association and maintain all official records.
- Prepare quarterly operational, financial and any other reports requested by the Board.
- Present to the Board for its consideration recommendations concerning Arena operations and any programs, initiatives, bylaws and policies.
- Respond to and provide commentary and recommendations on matters requested by the Board.
- Provide direction and focus to organizational planning processes.
- Appoint, employ, suspend or dismiss all employees in accordance with human resource policies and provincial labour standards, with appropriate notice to the Board.
- Ensure key roles are filled and maintain a business continuity plan to avoid service interruptions.
- Review programs, services and operations for effectiveness and efficiency while maintaining quality and safety standards.

Operations

- Responsible for the efficient and safe utilization, maintenance or rehabilitation of the property, facility and its equipment.
- Operate, maintain and monitor ice plant and building systems.
- Establish and maintain an approach for the long-term preventive maintenance, upgrading, repair and replacement of the facility's systems and equipment.
- Ensure the facility and equipment are maintained with a high regard for cleanliness and safety and that regular inspection takes place.
- Ensure all local, provincial and federal regulations are followed.

Financial Management

- Establish and administer financial processes and practices appropriate for a modern publicly funded organization.
- Ensure timely invoicing, collections and bill payments.
- Ensure annual operating and capital budgets are prepared and submitted to the Board in accordance with the IMA.
- Administer the budget adopted by the Board, which includes the preparation and submission to the Board of quarterly budget reconciliations.
- Make or authorize expenditures for service or the purchase of equipment, supplies and or other items required for the carrying on the business of the Arena, and enter contracts on behalf of the Board, where the amount of such expenditure does not exceed budgeted amounts.
- Co-ordinate sales and marketing initiatives, including facility promotions, advertising and sponsorship sales.
- Develop plans to maintain and grow current revenue streams and identify and develop plans to establish new revenue streams.

REQUIRED QUALIFICATIONS & TRAINING

Education and Experience

- Five years' experience in recreation facility management or significant comparable experience in a senior managerial role;
- Post-secondary certification in related fields such as sport & recreation management or business would be considered an asset
- Experience recruiting, training and supervising operational and/or program staff.
- An acceptable combination of education, training, and experience will also be considered

TECHNICAL KNOWLEDGE/EXPERIENCE:

- Possess an understanding and knowledge of or have experience in ice arena operations, ice resurfacing, ice plant and facility operations;
- Experience in budget preparation and monitoring;
- Knowledge of building operations to include but not limited to: Refrigeration, Mechanical, Electrical, Instrumentation, and/or Plumbing are considered an asset.
- Certification in RFANS Arena Operator, Class 2 Refrigeration or Class 4 Power Engineering, and experience in ice maintenance is considered an asset.

Knowledge, Skills and Abilities

- Ability to use Microsoft Word, PowerPoint and Outlook at an intermediate level;
- Good written and verbal communication skills;
- Must be a self-starter and able to work independently with little supervision;
- First Aid certification is considered an asset.

ADDITIONAL REQUIREMENTS

This position must:

- Possess a valid Nova Scotia Class 5 driver's license;
- Attend meetings, both at and away from the facility and outside normal business hours;
- Available to work various shifts, including evenings and weekends;
- Be physically fit to perform required duties, including lifting 30lbs overhead and repetitive motions;
- Maintain a safe and organized workspace while following safe work practices; and
- Provide a satisfactory vulnerable persons and criminal record check, to be provided before hire and upon request.

This position is responsible for the operation of the Antigonish Arena and as such is required to operate throughout the facility.

TERMS AND CONDITIONS OF EMPLOYMENT

This is a full-time permanent position which will be administered around facility usage. Normal hours of work for this position are 40 hrs / week. Salary is commensurate with qualifications and experience, pursuant to an approved scale. Health benefits and pension contributions are also provided.