Facility Supervisor, Gryphon Centre

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Professional and Managerial Group

Facility Supervisor, Gryphon Centre

Department of Athletics, Student Affairs

Hiring #: 2015-0352

Please read the Application Instructions [1] before applying.

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The Facility Supervisor Gryphon Centre is responsible for ensuring the smooth functioning of all aspects of the Department of Athletics’ Gryphon Centre Twin Pad Arena operations including; provision of safe and efficient facilities for activities, liability and risk, customer service, revenue generation, supervision of full-time and part-time staff, engagement with the public and community groups, knowledge of equipment and systems required to effectively operate the facility.

The Gryphon Centre includes two ice surfaces, four mechanical rooms and fourteen change-rooms. It is open more than twenty hours per day, seven days a week and services more than 750 clients per day. In addition to servicing the University of Guelph community, the Gryphon Centre generates over $700,000 in rental revenue per year and brings numerous external people to the campus.

The Facility Supervisor Gryphon Centre recruits, provides training and schedules the workload of two full-time CUPE Athletic Facility Operators and necessary part-time help to ensure smooth functioning of all aspects of arena and sports fields operations. The Facility Supervisor maximizes facility availability and usage while adhering to the scheduling requirements of the Department of Athletics programs. The performance of this supervisory role provides integral support service for all departmental and external programs. This may include any Gryphon branded programs, leagues, tournaments, and events that may be introduced as the department moves forward. He/she oversees the maintenance planning and operation of the relevant facilities.

The Facility Supervisor is responsible for facilitating a customer service environment in which internal and external customers are welcomed, valued and have their needs met in a knowledgeable and responsive manner. He/she will be responsible for the operations of the Gryphon Centre during nights and weekends as well as any special event times as required. He/she ensures that a safe environment is maintained for both staff and customers by designing and implementing a safety plan and following established policies (i.e. Ontario Health & Safety Act). Finally, the Facility Supervisor acts as a technical resource at all major special events in the Gryphon Centre. These include all home varsity hockey games, events such as concerts, international games, College Royal and any other special events.

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Requirements of the position include: An undergraduate degree in Recreation/Facility Management or Sports Administration or related field, or equivalent work experience; must currently hold Standard First Aid, CPR, WHMIS, AED, C.I.T (Certified Ice Technician), R.R.F.S (Registered Recreation Facility Supervisor), Refrigeration B License and a thorough working knowledge of Confined Space Legislation, Ladder & Fall Protection, thorough knowledge of supervisor’s responsibilities under the Occupational Health and Safety Act and other applicable regulations; at least four years’ experience in facility arena operations, administration, programming, rental of facilities and supervision of staff; strong leadership, customer, and budget administration skills; commitment to on-going professional development; proven ability to multi-task and manage time; excellent organizational skills are mandatory; superior verbal and written communication skills; excellent computer skills, using Class Software, MS Office knowledge or experience.

Position Number    042-068
Classification    P03*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

Posting Date: 2016 02 17
Closing Date: 2016 03 09