

COMMUNITY AND FACILITY COORDINATOR POSITION DESCRIPTION

PURPOSE OF THE POSITION

The main purpose of the Community and Facility Coordinator is to manage all functions of Pembina Place, including bookings, scheduling, lease agreements, contractor management and scheduling as well as any administrative tasks associated with the facility and/or its user groups.

SCOPE

Under the supervision of the Community Services Supervisor, this position is responsible for the administrative management and overall operations and use of Pembina Place and its associated functions such as the Redwater Pool, in addition to providing administrative support to community programs.

RESPONSIBILITIES

External Communications:

- The Community and Facility Coordinator is the primary contact for all facility use and bookings.
- Must liaise with all facility users & facility tenants to ensure customer satisfaction
- Must manage bookings ensuring the scheduling process is updated on an ongoing basis. In order to achieve this, a database must be maintained on the Town's computer server and copied to the web page calendar for public access.
- Must work collaboratively with the not-for-profit groups using/leasing or renting the facility.
- Liaise with Golf Club in summer and Adult and Minor Hockey and the Curling Club in winter to ensure customer satisfaction with building and staff.
- Liaise with any contract service providers to ensure customer satisfaction with building and staff.

Internal Communications:

- Provide a directory for all facility bookings, sponsorships, maintenance logs, plant logs at Pembina Place.
- Keep track of all entries in the logbooks at Pembina Place and if any major conflict/concern should arise, inform the Community Services Supervisor.
- Work with the Community and Events Coordinator to coordinate facility program bookings and events.

- Work with the Parks and Facility Team Lead to coordinate facility bookings, ensure customer satisfaction and ensure maintenance/cleaning issues or concerns are dealt with.
- Promote the use of the Pembina Place multiplex with social media and conventional advertising for all Town sponsored events.
- Participate in scheduled meetings with all Community Services staff.
- Provide a bi-monthly written report to the General Manager Operations.

Marketing:

- As marketing of the facility is a primary function of this position, constant efforts must go towards maintaining existing users and seeking new users and sponsors.
- Work closely with the Land Use Economic Development Officer on marketing strategies and to maximize market opportunities.
- Assist with the development of all marketing material, strategy, and plans.

Staff Interaction and Supervision:

- Ensuring staff are aware of user schedules.
- Work with the Parks and Facility Team Lead to establish work schedules for staff and distribute in a timely manner.
- Work with the Parks and Facility Team Lead to ensure opening and closing needs are met.
- Ensure the Parks and Facility Team Lead is aware of all customer complaints and/or maintenance issues and requirements at Pembina Place.

General Administration:

- Greeting and assisting customers in person and via the telephone; including accepting payments or registrations.
- Redirecting customers, as appropriate, or taking messages where required.
- Manage and maintain the Community Services general filing system alongside the Community & Events Coordinator.
- Filing; paper and electronic documents.
- Document management; including, photocopying, faxing and scanning.
- Ensure that community information and resource displays in the Community Services office and in other areas of Pembina Place are tidy and up to date.
- Write reports and draft correspondence as required.
- Assist with daily cleaning as needed (sweeping, mopping spills, changing waste/recycle bins).

Finance:

- Responsible for seeking donations to support the facility.
- Responsible for searching out grant opportunities to help offset capital and operating costs, marketing strategies and program opportunities. This may require working through not-for-profit groups to help achieve maximum financial and user opportunities.
- Process ice billing information and forward to the Corporate Services Department.
- Maintain accurate and detailed financial records as required.
- Assist the Parks and Facility Team Lead with annual budget development for the facility.
- Assist the Community Services Supervisor with annual budget development for Community Services and FCSS department areas.
- Negotiate lease agreements and Memorandum of Understandings as directed.
- Be responsible for ongoing business analysis which will assist in annually developing the recommended fee schedule for the facility.

Other:

- Maintain an inventory of all assets and operational hardware by area
 - Cultural center, cultural center kitchen, meeting rooms, administration, concession, maintenance, common areas.
 - Develop an on-call schedule for responding to all alarms and after hours emergency calls relevant to Pembina Place.
- One of the Departmental designates on the Occupational Health and Safety Committee.
- Any other duties as approved by the General Manager Operations.

KNOWLEDGE, SKILLS AND ABILITIES**Knowledge:**

- Marketing and business planning experience.
- Strong written, verbal and computer skills.
- Excellent organizational and interpersonal skills.
- Knowledge of municipal operations, community services facility operations, volunteer organizations, emergency response procedures.
- Valid class 5 Alberta Motor Vehicle Operators License.
- Supervisory or Administrative experience, preferably in community services or facility operations and maintenance.

Skills:

- Microsoft Office applications.
- Excellent oral and written skills required.
- Team and management skills.
- Supervisory skills.
- Decision making skills.
- Effective public relations and public speaking skills.
- Research and program development skills.
- Effective time management skills.
- Follow the Town of Redwater Health and Safety Program Guidelines.

Personal Attributes:

- Honest, trustworthy, and respectful.
- Flexibility.
- Demonstrate dedication to the position and the community.
- Maintain standards of conduct.
- Demonstrate sound work ethics.
- Maintain a clean standard of hygiene and neat appearance.
- Must maintain a neat and orderly work area.

The education relative to the Pembina Place Facility Administrator would normally be to complete competency on Microsoft Office suite of applications, including Word, Excel, Outlook and Publisher among any other required applications or programs/systems being utilized within the facility.

CERTIFICATION

Employee Signature

Supervisor's Signature

Printed Name

Supervisor's Title and Name

Date

Date

I certify that I have read and understand
the responsibilities assigned to this position

I certify that this job description is an
accurate description of the
responsibilities assigned to the position

Senior Administrative Officer's Signature

Date

I approve the delegation of responsibilities outlined herein within

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.