

# **Facility Staff – Shift Supervisor**

Monarch Park Stadium and Central Tech Stadium – Toronto, ON

*Full-Time Employment*

Toronto's most innovative sports facilities, Monarch Park Stadium (MPS) and Central Tech Stadium, are looking for a Facility Shift Supervisors to assist in leading the day-to-day operation of the sports and recreation facilities. The supervisor is also responsible for assisting with the organization of Track Memberships, Fitness Groups and the general operation of the facility.

To qualify for this position, candidates must be able to concretely demonstrate that they are able to self-start; go above and beyond; lead and work as part of a team; and strike a balance between seeking approval and making executive decisions. Experience working with children and a personal interest in sports and recreation are both assets to this position.

## **Job Description – Facility Staff – Shift Supervisor**

Under the supervision of the Manager of Operations, the Facility Staff – Shift Supervisor is responsible for supporting general building operational maintenance as well as custodial duties. The Shift Supervisor will be responsible for keeping the facility clean, assisting with rental set-ups and providing excellent customer service and issue management for all facility users. Characteristic duties and responsibilities include (but are not limited to):

- Field and Clubhouse Setup – Move equipment and divider nets to prepare and reset field rentals and clubhouse space for sports teams, birthday parties, meetings and programs to ensure facility users experience high quality service
- General Custodial Duties – Perform custodial duties including emptying trash, sweeping and mopping floors, cleaning surfaces, changing toilet paper and maintaining the overall cleanliness of the facility
- Inventory and Maintenance Duties – Organize and maintain inventory as well as support on-site deliveries or contractors as required to ensure minimal interruption for facility users
- Issues Management – resolve issues effectively and professionally; regularly reporting to Manager regarding resolved and ongoing issues, ensure appropriate follow-up to completely resolve issues; propose operational change for systemic issues and upper management and implement as required
- Reception/Front Desk – greeting customers; answering phone; fielding questions from customers; monitoring track and field use to ensure general rules are followed

- Staff Supervision: Overseeing part-time staff as they work Front Desk, including constant and effective two-way communication, communicating Manager and Director's expectations to staff

In addition, the Facility Staff – Shift Supervisor is responsible, as needed, to work as part of a larger team that runs the overall facility. This work will include, but is not limited to working reception, providing customer service, and participating in various aspects of general maintenance.

## **Qualifications and Skills**

- Three to five years of experience in the recreation/sports industry/child care
- Organized, creative and able to adapt under pressure
- Excellent problem solving and decision making skills. An understanding of how and when to resolve issues and keep upper management in the loop.
- College/university degree in sport, recreation or child care
- Friendly, outgoing personality.
- Ability to work independently, as well as part of a team;
- Ability to multi-task various competing and equally important tasks/initiatives;
- Supervising experience an asset
- Flexible schedule, including the ability to work evenings and weekends;
- Customer service experience an asset;
- Ability to follow verbal and written instructions;
- General computer and numeracy skills;
- Ability to perform various clean up and maintenance tasks as needed

### Compensation:

- \$30,000 - \$35,000 base salary depending on experience and performance.

### Hours:

- This position works 40 hours a week including evenings (until midnight) and weekends