



Toronto Pan Am Sports Centre Inc. is currently seeking a full-time **Field House Supervisor** to join our team!

The key accountabilities of the role include, but are not limited to:

- Assist in the hiring, supervision, training, scheduling, and performance management of part-time staff to facilitate Field House Programming;
- Assist the Field House Manager in Tri-Party Field House meetings to ensure the efficient and successful delivery of stakeholder programming;
- Lead in the creation of Event Impact Summaries for approval at Tri-Party Field House meetings;
- Assist the Director of Sport and Recreation in the annual review and adjustment of Field House Allocation Schedule;
- Provide leadership and direction to part time staff to facilitate stakeholder programming; Participate with Manager, Field House in the formal performance management of part time staff;
- Directly responsible for the direct delivery of Climbing Wall programs, administration, staffing, maintenance, and fiscal performance of the climbing wall;
- Provide overall facility leadership;
- Maintain and update EZ facility to reflect the most accurate program information;
- Assist in the creation and management of a Field House part-time staffing budget;
- Attend internal TPASC sport and recreation meetings;
- Collaborate with other departments and the organization as a whole;
- Assist the High-Performance Sport and Recreation Supervisor with the management of Facility Schedules;
- Assist with alternate forms of revenue generation such as leagues, tournaments, events, and 3rd party rentals;
- Support relationships with various organizations that run programming within the facility;
- Attend bi-weekly Sport and Recreation leadership meetings;
- Support relationships with various organizations that run programming within the facility;
- Act as a point of contact for Users throughout their scheduled rental time;
- Maintain a strong customer-focused approach when responding to general customer inquiries and resolve any scheduling conflicts;
- Monitor the safety of all activities and programs and respond to any safety concerns;
- Ensure team members are effectively performing assigned tasks;
- Educate and direct staff on the use of equipment and resources;
- Ensure program access control according to TPASC policies and procedures;
- Ensure the cleanliness of operational areas;
- Troubleshoot issues that occur during shifts;
- Provide Support for special events as required;

- Ensure health regulations are adhered to at all times by staff and facility users;
- Understand, support and adhere to Company policies, programs, and procedures;
- Comply with all legislative requirements (e.g. *Occupational Health and Safety Act, Human Rights Code, Employment Standards, Act, 2000*, etc.);
- Maintain a safe and clean work environment;
- Provide the leadership required to ensure effective use of practices, procedures, policies, controls, methods and tools while striving to attain objectives set by the organization;
- Maintain a strong level of knowledge and understanding of the needs of the business (short and long-term objectives and goals) in order to align solutions to meeting these needs.

What We Need From You:

- Completion of a bachelor's degree in Recreation or a related field;
- Three years of experience working in a large sport and recreation facility;
- Experience with staff management.
- Three years' experience in the development and implementation and supervision of recreational programs;
- A combination of education and experience may be considered;
- Strong leadership skills to support a large and diverse staff;
- Strong communication skills (both oral and written);
- Strong customer service skills;
- Excellent attention to detail;
- Ability to work independently and under minimal supervision; and
- A strong knowledge of technology with registration and scheduling software platforms and
- Must be able to work, days, afternoons, and evenings as well as weekends.

The successful candidate will be required to obtain a Vulnerable Sector Check as well as show proof of COVID-19 Vaccinations subject to any exceptions due to bona fide protected grounds under the Human Rights Code.

At the Toronto Pan Am Sports Centre Inc. We Can Offer You:

- A Comprehensive Benefits Package including Medical, Dental, Vision, Life, AD&D Insurance, Disability coverage, and Travel Insurance
- Employer RRSP Contribution
- Complimentary Fitness Centre Membership
- Training and Development including Education Assistance Reimbursement
- Employee Assistance Program
- Experience in working large scale events, tournaments and competitions
- Corporate Events
- Staff discounts on items such as mobility, clothing, events, etc.

How to Apply

Please submit your cover letter and resume by email by June 24, 2022 to the attention of, Stephanie Mason Harris, High Performance & Sport and Recreation Supervisor.

E-mail: smasonharris@tpasc.ca

Our History

A legacy of the 2015 Toronto Pan Am and Parapan Am Games, Toronto Pan Am Sports Centre is operated by a corporation co-owned by the City of Toronto and the University of Toronto. The world-class facility was the largest sport new-build for the Games and the largest infrastructure investment in Canadian amateur sport history. Toronto Pan Am Sports Centre delivers extensive programming that serves recreational and community groups, university students, high performance athletes, as well as fitness centre clientele. The building's 312,000 square-feet includes two internationally sanctioned 10-lane 50-metre pools, a world-class dive pool and dry-land dive training facilities, a four-court gymnasium, a rock climbing wall, an indoor running track, conditioning rooms, a high performance testing centre, studio spaces, and a state-of-the-art fitness centre for members. The Canadian Sport Institute Ontario (CSIO) is located at Toronto Pan Am Sports Centre and provides world-leading sport science and sport performance services. Toronto Pan Am Sports Centre opened to community users, University of Toronto faculty, staff and students, City of Toronto program users and high performance in September 2014. For more information visit www.torontopanamsportscentre.ca

Toronto Pan Am Sports Centre Inc. is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. Toronto Pan Am Sports Centre Inc. will provide, on request, accommodations for disabilities to support your participation in all of our Recruitment Process.

We thank all applicants that apply, however only those being considered for an interview will be contacted.

Toronto Pan Am Sports Centre
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