



Position Description: Parks and Facilities Coordinator

Job Summary:

Reporting to the Manager of Parks and Facilities, the Recreation and Facilities Coordinator is responsible for managing customer relations, marketing, scheduling, and assisting with departmental financial matters including ensuring internal controls.

Main Responsibilities:

- Oversee and manage customer services for all recreation facilities.
- Responsible for ensuring booking contracts are completed accurately and entered into the booking system in a timely manner.
- Work directly with all clients to ensure events are booked in Activenet or a similar system and all details are arranged.
- Collaborate with Lead Hands to ensure all events have excellent professional service including ensuring the facilities are prepared as required.
- Participate in the development of the department annual budget including providing up to date historical data to inform the process.
- Provide financial reports to the Manager of the Department and the Director of Financial Services as required.
- Responsible for ensuring accounts receivable for the department are up to date.
- Actively pursue existing and possible additional revenue sources.
- Manage inventory and cash controls for the department.
- Working with the Financial Analyst and Director of Financial Services, ensure the accurate and timely recording of all invoicing and payments per established procedures.
- Prepare information for Management to assist in reports to Council and tenders/RFPs
- Prepare all financial reconciliations as required.
- Assist in the creation and implementation of internal controls for the parks and recreation facilities, which includes petty cash, daily rental and admission cash revenues and seasonal deposits.
- Monitor internal controls to ensure that they are working as established.
- Manage all advertising and donations.
- Manage the scheduling program including facility reservations, activity registrations, point of sale transactions e-communications, reporting and train staff on the system, as required.
- Assist the Manager of Parks and Facilities in the development and regular review of departmental policies, procedures, and bylaws.
- Participates on the Emergency Control Group Emergency management- Operate



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(Public Inquiry System) in command Centre during emergencies and mock emergencies or exercises.

- Perform other related duties.

Supervision:

- Acts as the back-up for the Manager of Parks and Facilities in their absence.
- Provide regular direction to the Lead Hands and operators in regard to facility schedules and provide direction to lead hands for operational duties in the absence of the Manager of Parks and Facilities.

Education and Experience Required:

- Ontario Secondary School Graduation Diploma with post-secondary degree or diploma in Business, Recreation, Sport Management, Sport Administration, or a related field
- A minimum of 3 years of related experience is required

Other Requirements:

- Preference will be given to those who have management or supervisory experience.
- Strong knowledge and experience in a financial role is required
- Excellent interpersonal, oral, and written communications skills, with attention to detail
- Superior organizational skills, with the ability to prioritize work and to meet deadlines.
- Good problem solving and analytical skills.
- Pro-active, flexible, and positive attitude
- Ability to work independently and as part of a team.
- Proficient with Microsoft Office Suite
- Internet and email, and phone system
- Ability and willingness to learn new software is required.
- Current CPR/FA or the willingness to obtain with 3 months of hire
- Proof of satisfactory criminal record or vulnerable sector check

Working Conditions:

- Work in primarily in a Recreation environment with exposure to constant interruptions
- Regular contact with the Public



Position Review Information

Updated By: Trevor Clapperton, Manager of Parks and Facilities **Date:** 4/18/2023

Approved by CAO: Arthur Anderson **Date:** 4/18/2023

A handwritten signature in black ink, appearing to be "A. Anderson", written over a horizontal line.