



<b>Anticipated Start Date:</b> September 2024	<b>Closing Date:</b> Open until position is filled
<b>Job Title:</b> Facility Services Supervisor	<b>Reports to:</b> Manager, Customer Service & Operations
<b>Location:</b> South Winnipeg, Manitoba	<b>Hours:</b> Up to 37.5 hours/week, evenings and weekends (schedule may vary).

### Summary

Dakota Community Centre (DCC), located in south St. Vital in Winnipeg, is looking for an enthusiastic, supervisor who thrives in client-first service to DCC pass holders, visitors and external rental groups while overseeing facility operations. This multi-faceted role requires someone who can provide support to front-line staff and volunteers while also ensuring the efficient day-to-day operations of DCC. The ability to be proactive, effective organizational skills and coordinating multiple priorities and departments are essential.

### Overview of the Role

As the Facility Services Supervisor, you will assist in the efficient day-to-day operation of the DCC customer service desk including providing client-first, front line support and leadership to Customer Service Representatives and volunteers. The individual will also be responsible for the efficient day-to-day operation of activities, rental groups and events which include, but are not limited to, overseeing and providing support and leadership to Facility Attendants, the set up and takedown for a variety of internal and external sport, recreation and wellness activities within DCC and general cleaning and maintenance. Other responsibilities will include assistance in hiring, training, scheduling and coordinating part-time Customer Service Representatives and Facility Attendants of DCC.

This role is key in ensuring the smooth and efficient operation of DCC during the evening and weekend hours and is a key liaison between the facility and its visitors, ensuring a positive experience for all.

### Responsibilities

- Provide leadership, supervision and support for the facility, including all front line staff and volunteers including the customer service desk, pro shop, canteen and custodial staff, especially during weekends and special events.
- Serve as a point of contact between DCC and groups using the facility to determine needs and oversee delivery of service.
- Primary contact for front line staff and volunteers for any issues related to information technology, facility, cleaning, etc.
- Assess needs and priorities of facility based on current level of activities/bookings and redistributes frontline staff as required to ensure efficient delivery of service.
- Assists CSO Manager in developing policies, procedures and training documents.
- General reception duties include: greeting visitors, answering the phone, and providing information/answering questions regarding DCC programs and services and/or appropriately redirecting inquires.
- Ensure timely and efficient set-up and takedown of internal and external sport, recreation, and social activities in the Fieldhouse and Jonathan Toews Sportsplex of DCC.
- Maintain cleanliness and tidiness in all facility spaces, ensuring they are ready for use by various groups.

- Report any equipment or facility maintenance issues promptly, along with inspection reports.
- Provides overnight cleaning and supervision of facility.
- Ensure facility is properly secured overnight.

## Qualifications

- Must be a minimum of 18 years of age.
- Must be available to work evenings and weekends including statutory holidays if required.
- High level of public relations/customer service.
- Able to perform physical duties such as lifting, carrying and moving objects
- Ability to exercise initiative and make decisions in accordance with applicable rules, regulations and policies set forth by DCC.
- Must be a good communicator, referring specific questions to the appropriate person and can handle public inquiries in a courteous manner.
- Must be able to effectively and efficiently manage their time, tasks and responsibilities.
- Must be able to work independently and as part of a team.
- Diplomacy and tact will be a key attribute you bring to this role as you are dealing with members of the public in a variety of ages i.e. young adults up to seniors, staff and volunteers.
- Basic knowledge of administrative software such as Microsoft Suite/Office.
- Must have good record management and document handling skills.
- Strong IT website navigational skills and knowledge of [www.dakotacc.com](http://www.dakotacc.com) will be an asset.
- Flexibility in availability will be considered an asset.
- Valid Standard First Aid, CPR and AED certificate is desired or in progress
- Must be able to complete a successful Criminal Record Check and Child Abuse Registry or have successfully passed in the last 6 months.
- A combination of relevant education and experience will be considered.

## For Further Information

Please refer to the full job description online at [www.dakotacc.com](http://www.dakotacc.com). We invite interested people to apply as soon as possible; positions will remain open until filled. Submit resumes via email to [HR@dakotacc.com](mailto:HR@dakotacc.com). Please include a short cover letter outlining your qualifications and experience as well as salary expectations. Our objective is to provide our employees with a safe and healthy workplace. We seek diversity in our workplace and encourage all who are interested to apply for this role regardless of age, gender or culture.

## About Dakota Community Centre Inc.

With our Mission of being ***a gathering place providing excellence in sport and recreation for everyone***, Dakota Community Centre is one of the largest and most successful community centre operations in the City of Winnipeg. Serving nearly 12,000 households in South St. Vital for more than 30 years, Dakota CC offers a broad range of sport, recreation and social programs for catchment area members and beyond. Our facility features the *Jonathan Toews Sportsplex*, which includes a twin ice pad, gymnasium, office space and other multipurpose space, and a 60,000 sq.ft. multi-purpose Fieldhouse which features an indoor track, hardwood floor gymnasium and other amenities.