

TOWNSHIP OF NORTH DUNDAS

JOB DESCRIPTION

JOB TITLE: Facilities Manager	LAST REVISION DATE: February 12, 2019
REPORTS TO: Director of Recreation & Culture	APPROVED BY: Council
WAGE GRID LEVEL: Grade 7	EFFECTIVE DATE: July 30, 2025

Position Summary:

Reporting to the Director of Recreation and Culture, the Facilities Manager is responsible for the safe, efficient, and cost-effective operation of all Township-owned and operated recreation facilities, administrative buildings, fire halls, and parks. The Facilities Manager collaborates closely with contractors, facility user groups, and internal teams to ensure a high level of customer satisfaction. The role includes direct supervision of parks and facilities personnel and coordination of contracted services for facilities that fall under the jurisdiction of the Recreation & Culture Department.

Key Responsibilities:

- Oversee the daily operations and maintenance of all municipal facilities managed by the Recreation & Culture Department. Responsibilities include coordinating in-house staff and external contractors to perform interior and exterior upkeep, janitorial services, equipment repairs, plumbing, electrical work, and renovations, as well as operating arena refrigeration and pool filtration systems and executing seasonal openings and closures.
- Ensure that all parks and facilities operate in full compliance with applicable legislation, codes, and safety standards, and initiate corrective actions when non-compliance is identified.
- Provide strategic oversight on risk management, health and safety practices, and compliance with applicable legislation across departmental operations. Where needed, develop and implement facility maintenance standards, service levels, policies, procedures, and other operational frameworks.
- Regularly review and evaluate facility operations and service delivery methods to improve efficiency, streamline processes, and promote high standards of customer service.
- Coordinate, schedule, and monitor the work of suppliers, vendors, and contractors to ensure work is completed safely, on time, and in accordance with contractual obligations.

- Collaborate with facility user groups, community organizations, and special event organizers to ensure quality service delivery and resolution of operational concerns or complaints.
- Participate in the development and implementation of a preventative (life cycle) maintenance program for the Township's parks and facilities.
- Support the Director in preparing departmental budgets, business plans, and reports or presentations for Council.
- Provide data and expertise in support of the Township's Asset Management Program (AMP), ensuring all assets are accurately recorded and maintained.
- Review parks and facility-related contracts and purchases and make recommendations to the Director in accordance with the Township's Procurement Policy.
- Manage capital projects, renovations, and other facility-related initiatives, ensuring they are delivered on time, on budget, and to required standards.
- Oversee facility leases and serve as the primary point of contact for tenants of Township-owned buildings.
- Provide daily supervision, guidance, and leadership to Facility Operators and part-time staff, ensuring alignment with Township policies and fostering a respectful, transparent, and team-oriented work environment.
- Deliver the Township's performance management program by providing consistent, constructive feedback, supporting employee development, and holding staff accountable to performance standards.
- Assist with staff recruitment and onboarding processes for the Parks and Facilities Division.
- Promote a proactive health and safety culture by leading safety meetings, monitoring compliance, and ensuring that policies and practices reflect current legislative requirements.
- Oversee cash receipting processes handled by recreation maintenance staff, ensuring accuracy and compliance with Township procedures.
- Provide backup support, as assigned, in the absence of the Director of Recreation & Culture.

Knowledge, Skills & Abilities:

- Proven ability to plan, implement, and oversee daily operations that align with organizational goals, ensuring efficient use of people, time, and budget to achieve measurable outcomes.
- Skilled in assessing complex situations, interpreting data, identifying key issues, and developing effective, forward-thinking solutions.

- Demonstrated ability to lead, develop, and supervise diverse teams, with strong team-building and coaching skills that support employee growth and organizational performance.
- Actively contributes to cross-departmental initiatives and working groups to enhance collaboration, share knowledge, and support strategic priorities.
- Strong relationship-building and interpersonal skills, with the ability to communicate and collaborate effectively with staff, contractors, Council, and members of the public.
- Excellent organizational, planning, and project management abilities with a strong attention to detail and deadlines.
- Proficiency in facility management systems, asset management software, and Microsoft Office applications.
- Strong time management skills and the ability to prioritize and manage multiple projects in a dynamic, changing environment.
- Ability to foster a productive, inclusive, and motivated workforce that contributes to a positive and professional organizational culture.

Personal Attributes:

- Demonstrates respect, integrity, and professionalism in all interactions with Township staff, Council, contractors, facility users, and the public — both on and off duty.
- Provides strong and adaptable leadership in a dynamic operational environment, effectively navigating shifting priorities and emergency situations.
- Shows commitment to departmental goals and municipal values, supporting the recreation and facilities team through mentorship, collaboration, and a solutions-focused approach.
- Maintains a polished and professional presence, representing the Township with confidence and diplomacy in public and political settings.
- Fosters a culture of teamwork, safety, service excellence, and continuous improvement across all facilities and staff levels.

Working Conditions and Demands:

- Primarily works in an office or facility-based environment but requires regular site visits to both indoor and outdoor municipal recreation and community facilities.
- May occasionally perform or assist with physical tasks (e.g., inspections, emergency repairs), which could involve standing, climbing, or lifting.
- Oversees environments with physical hazards such as chemicals, mechanical systems, and heavy equipment; ensures safe work practices and compliance with all health and safety regulations.

- Engages in regular communication with the public and staff, occasionally managing complaints, incidents, or conflicts in a calm and professional manner.
- Participates in emergency response coordination or critical incident support, which may require after-hours availability.
- Must be available for flexible scheduling and on-call responsibilities, particularly during peak operational periods or urgent facility matters.

Work Schedule:

- Normally a 40-hour work week.
- Flexible work schedule as some weekends and extended shifts will be required to complete special event requests and projects.
- Must remain accessible to the public to provide information and assistance as needed while performing other related duties.
- Attend Council meetings/senior management team meetings as requested.

Experience and Qualifications:

- Post-secondary Diploma in Construction Engineering (Facilities), Building Environmental Systems, Architectural / Structural Engineering or a related field.
- Minimum of 5 years of progressive experience in parks operations, facility management, or municipal infrastructure, including at least 3 years in a supervisory or leadership role.
- Demonstrated experience managing multi-site facilities, capital projects, and overseeing grounds and building maintenance programs.
- Strong understanding of municipal policies, bylaws, and asset management practices related to parks and public facilities preferred.
- Knowledge of applicable legislation and standards, including the Occupational Health and Safety Act (OHSA), Accessibility for Ontarians with Disabilities Act (AODA), and CSA standards for playgrounds.
- Working knowledge of building systems (HVAC, plumbing, electrical, etc.).
- Ability to read, review and understand facility and construction documents, drawings and specifications.
- Certified Building Technician Certificate (CBT) is considered an asset.
- Certified Recreation Facilities Professional (CRFP) is considered an asset.
- Facilities Management Professional (FMP) is considered an asset.
- Valid G driver's license is required.

- Certified Ice Technician designation or equivalent knowledge and experience is required.
- Registered Playground Practitioner certification would be an asset.
- A valid Pool and Spa Operator certification is preferred.
- Other ORFA certifications would be an asset.
- Experience in the mechanical operations of commercial pools is required.

This forgoing description reflects the general duties necessary to describe the principal functions of the job and shall not be construed as a comprehensive listing of all work requirements that may be inherent in the position.