



Job Title:	Recreation & Community Services Supervisor
Department:	Recreation
Reports To:	Director of HR / H&S / Recreation

Job Summary:

The Recreation & Community Services Supervisor is responsible for the leadership, planning, development, promotion, and delivery of recreation, community engagement, aquatics, camps, special events, and facility-based services within the Township of Ramara.

Reporting to the Director of HR / H&S / Recreation, the Supervisor provides strategic and operational leadership for recreation services and the Ramara Centre while fostering innovative, inclusive, and responsive programming that enhances quality of life for residents of all ages.

The Supervisor leads recreation staff, manages community partnerships, identifies opportunities for growth and service enhancement, oversees recreation-related grant funding from application through final reporting, and contributes to the Township's long-term recreation vision and strategic objectives. The position champions continuous improvement, community engagement, and evidence-based decision-making to ensure services remain relevant, sustainable, and aligned with community needs.

Primary Duties and Responsibilities:

1. Recreation Leadership & Strategic Planning

- Lead the planning, implementation, and evaluation of recreation programs, services, events, and initiatives that align with community needs and Township priorities.
- Identify emerging trends, growth opportunities, and innovative service delivery approaches to enhance recreation services and resident experiences.
- Support recreation, facility, and community development planning through research, analysis, and strategic recommendations.
- Foster a culture of innovation, continuous improvement, customer service excellence, and community engagement.

2. Grant Funding & Project Administration

- In conjunction with the Director, lead all recreation-related grant activities, including identifying opportunities, preparing applications, administering funded projects, and completing required reporting.
- Coordinate project budgets, documentation, performance tracking, and compliance with funding agreements.
- Collaborate with internal departments and external partners to maximize funding opportunities and project outcomes.

3. Recreation Operations & Facility Management

- Oversee the daily operations of the Ramara Centre and recreation facilities, ensuring safe, efficient, and customer-focused service delivery.
- Oversee facility rentals, community use agreements, and program administration.
- Assist with operating and capital budget development, monitor revenues and expenditures, and recommend facility and infrastructure improvements.

4. Program Development & Community Engagement

- Oversee the development and delivery of camps, community programs, special events, and community recreation initiatives.
- Build and maintain partnerships with community organizations, schools, businesses, service clubs, and other stakeholders.
- Engage residents to identify recreation needs and ensure programs remain inclusive, accessible, and reflective of the community.

5. Staff Leadership & Supervision

- Provide leadership, supervision, coaching, and performance management for the Recreation Coordinator, Recreation Customer Care staff.
- Oversee recruitment, onboarding, training, scheduling, and staff development while fostering a positive, collaborative, and high-performing team environment.
- Promote a safe workplace and ensure compliance with health and safety legislation, policies, and procedures.

6. Marketing, Communications & Promotion

- Support the promotion of recreation programs, services, events, and facilities through effective marketing and community outreach.
- Utilize participation data, community feedback, and industry trends to evaluate program success and identify opportunities for growth and improvement.
- Work collaboratively with the Manager of Communications & Community Experience to increase community awareness, participation, and engagement in recreation services.

Supervisory Responsibilities:

- Recreation Coordinator
- Recreation Customer Care Representative

Responsible for recruitment, training, scheduling, coaching, performance management, workplace health and safety, and staff development.

Education, Experience and Qualifications:

- Diploma or Degree in Recreation, Leisure Studies, Community Development, Sports Management, Public Administration, Event Management, or a related discipline.
- Minimum three (3) years of progressive experience in recreation, community services, facility operations, program development, or a related field, preferably within a municipal environment.
- Minimum two (2) years of supervisory experience, including staff leadership, performance management, coaching, and team development.
- Demonstrated experience planning, coordinating, and evaluating recreation programs, camps, community events, and community engagement initiatives.
- Experience researching, preparing, administering, and reporting on grants, including managing grant-funded projects from application through completion.
- Experience with budget preparation, financial monitoring, revenue tracking, and cost-effective service delivery.
- Strong leadership, organizational, and project management skills with the ability to manage multiple priorities in a fast-paced environment.
- Strategic, innovative, and community-focused thinker with the ability to identify emerging trends, recommend new opportunities, and support the growth of recreation services in Ramara.
- Excellent communication, partnership-building, and customer service skills, with the ability to build positive relationships with residents, community organizations, staff, and Council.
- Proficient in Microsoft Office applications and recreation management software, with the ability to adapt to new technologies and service delivery models.
- Valid Ontario Class G Driver's Licence and the ability to provide a satisfactory Criminal Record and Vulnerable Sector Check.

This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. The primary duties and responsibilities are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. There are other duties and responsibilities that are considered incidental or secondary to the overall purpose of this job. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.