

Job title	Raven Haven Site Supervisor
Reports to	Manager of Recreation
Next Level Manger	Director of Community Services

Job Summary

The Raven Haven Site Supervisor is responsible for the day-to-day operations of Raven Haven Beachside Family Park. The Site Supervisor has five major areas of responsibility:

- Overseeing staff, scheduling, safety of the site and light maintenance.
- Coordinate and provide oversight of site and equipment rentals.
- Supervision of canteen operations, including ordering stock, cash, reconciliation, and inventory.
- Responding to customer concerns, complaints, and feedback to ensure a consistently high standard of service.
- Ensures compilation of daily reports and statistics, as well as annual summary reports (including but not limited to tracking of facility and equipment rentals, canteen inventory and sales reconciliation).

Duties and Responsibilities

- Create and monitor work schedules to ensure an appropriate number of staff are onsite (considering peak usage and slower days).
- Take facility rentals and equipment loan bookings by phone, e-mail, or in person.
- Supervise and help maintain upkeep of beaches, grounds, and buildings.
- Oversee and help with cleaning of public washrooms, showers, canteen building and outbuildings.
- Carry out regular inspections of buildings, docks, beaches, picnic areas and outbuildings to ensure the safety of employees and the public.
- Ensure that park attendants have / receive appropriate training for assigned tasks.
- Monitor employee performance to ensure a positive, public friendly team environment.
- Sign off on daily cash reports, ensuring they are accurate and reconciled.
- Deliver cash to Annapolis Royal Municipal Administration Building on a periodic and regular basis.
- Make recommendations regarding operational and procedural improvements.
- Prepare reports as directed.
- Ensure compliance with the *Labour Standards Code, Occupational Health and Safety Act* and all policies and procedures of the Municipality.
- Other such reasonably related duties may be assigned by the manager or director.

Qualifications

Experience and Training

- Minimum Grade 12 education
- Post-secondary training / related work experience preferred.
- First Aid CPR A
- Current Safe Food Handling certification
- WHMIS 2015 (training may be provided by employer)

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Characteristics / Abilities

- Experience managing staff and working in environments that cater to customer service.
- Working knowledge of email, MS Word, and Excel
- Knowledge of debit machines, cash registers an asset.
- Maintain a positive rapport with the community and staff.
- Provide prompt and courteous service.
- Wear appropriate clothing and use appropriate safety procedures and equipment.
- Be able to work flexible hours.
- Have ability to work in a team or independently.
- Be able to work well with youth and adults.
- Demonstrate strong interpersonal skills and communications skills – both verbal and written
- Demonstrated leadership abilities.
- Must provide vulnerable sector security check and child abuse registry check.

Working conditions

- Proper attire and safety measures must be adhered to.
- Due to the nature of the operation and delivery of recreational services, availability to work weekends is required.
- It may not be possible to have two days off in a row.
- This position may be physically and emotionally demanding and requires an individual who is able to multi-task daily. It may require lifting heavy objects and repetitive tasks.
- Must have and maintain a valid Nova Scotia Class 5 driver's license and use of a reliable vehicle.
- If necessary, mileage for use of own vehicle for County business is paid according to the municipal rate.

Direct reports

Raven Haven Park Attendants

Competencies

Values Diversity - Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures. Diversity is beneficial to the organization and community. It applies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.

Communication - Communication is effective, timely, and relevant exchange of information that is respectful of the diversity of people, and the geography and working environments of our employees. It includes receiving information, listening, understanding and responding openly and effectively in interactions with others. It also implies this information is processed into actions.

Citizen Services - Implies a desire to help or serve others in a courteous and respectful manner and with the goal of meeting their needs. It means focusing one's efforts on discovering, meeting and balancing the needs of citizens, residents, elected officials, internal colleagues, or anyone that the person is trying to help. This involves recognizing that municipal employees are providing services and information to those who have rights and obligations (taxpayers and residents).

Achievement Motivation - Focuses efforts on working well and / or competing against a standard of excellence while achieving high quality results.

Work Safety - Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or activities. This includes adhering to safe practices and standard operating procedures established to reduce risks. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

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Duty of Loyalty - As a representative of the County of Annapolis, every employee has a legal obligation to avoid acting in a manner that's contrary to the County's interests. This includes refraining from public criticism of the County's practices or personnel, as well an obligation to maintain confidentiality. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

CERTIFICATION

Employee Signature		Supervisor's Signature	
Name	Date	Name	Date
<i>I certify that I have read and understand the responsibilities assigned to this position.</i>		<i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>	
Chris McNeill, Chief Administrative Officer		Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.			

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.