

The Corporation of The Township of South Glengarry	Job Description
Position Title:	Recreation Facilitator
Group:	Union
Supervisor:	General Manager of Parks Recreation & Culture
Department:	Parks, Recreation & Culture
Prepared By:	Human Resources Advisor
Approved:	March 6, 2017
Revised: June 2025	
<u>Job Function:</u>	
1. Reporting to the General Manager of Parks, Recreation & Culture the Recreation Facilitator will be responsible for event bookings, liaising with stakeholders and be a key link to staff within the Parks, Recreation & Culture Division.	
<u>Skills and Qualifications:</u>	
<ul style="list-style-type: none">➤ College diploma in business or office administration or recreation related field of studies.➤ Knowledge of public financial practices, reporting and information systems.➤ Completion of training courses through the Ontario Recreation Facilities Association (ORFA) is an asset.➤ Minimum of 2 years' clerical experience and relevant customer service experience, preferably in a municipal setting.➤ Experience/familiarity with various community volunteers is an asset.➤ Previous experience organizing or assisting with delivery of community events/and or recreational programming.➤ Superior skills in computer applications include word processing/spreadsheet software, internet and email programs, records management software related to office equipment.➤ Experience using recreation facility booking software is considered an asset.➤ Excellent organizational, verbal and written communication skills.➤ Excellent interpersonal and customer service skills.➤ Must have excellent telephone manner, public relations and interpersonal skills.	

Direction Received/Independent Action:

1. General direction is provided by the General Manager of Parks, Recreation & Culture.
2. Performance is monitored by the General Manager of Parks, Recreation & Culture through the Township's Performance Management Program.
3. Must have the knowledge of and ability to apply and interpret municipal policies, procedures and regulations such as provincial/federal legislation and the Occupational Health and Safety Act.

Working Relationships:

Routine Contacts:

4. General Manager of Parks, Recreation & Culture – Direct reporting relationship.
5. Staff – Discuss and provide advice or instructions regarding Recreation Programs. Confirms facility booking arrangements and facility needs, repairs and maintenance.
6. General Public – Responds to residents in a positive and courteous manner.

Non-Routine Contacts:

7. Suppliers – Responds to suppliers in a positive and courteous manner.

Duties and Responsibilities:

8. Act as a resource to the local community, greet customers to the Department, confirming nature/purpose of visit, completing transactions and/or making referral as necessary.
9. Liaise and work in cooperation with staff in Parks, Recreation & Culture.
10. Work closely with minor sport committees/boards/facility user groups.
11. Develop long term partnerships and positive relationships with community stakeholders and volunteers.
12. Responsible for bookings at Township owned facilities including community centres, sport fields, and the preparation of contracts and obtaining all applicable documentation. As well as coordinating access and event set ups.
13. Assist with recreation program related duties including registrations.

14. Assist with financial grant submissions and subsidy applications where appropriate.
15. Assist with bar operations including stocking of bar and ordering products as needed.
16. Responsible for maintaining adequate administrative supplies for the Recreation Office.
17. Responsible for adhering to all Safety Regulations.
18. Perform other duties as assigned.

Physical and Sensory Demands:

21. Physical demands can include light activity of short duration.

Mental Demands:

22. May be exposed to frequent periods of intermediate concentration.

Impact of Errors:

23. Errors could possibly have an impact on the level of quality of municipal services provided. Errors may lead to charges being laid against the Corporation resulting in possible fines or potential lawsuits.

Hours of Work:

24. Required to work seven (7) hours during normal business hours as well as some evening and weekends as approved by the General Manager of Parks, Recreation & Culture. Must be available to work flexible hours.

Overtime:

25. Overtime is compensated as per the Collective Agreement.

Work Environment:

26. Spends 80% to 90% of the average work year indoors office environment.
27. Balance of work year is spent outdoors/ travelling and promoting activities and programing.

Job Description: Recreation Coordinator

Hazards:

28. Little or no exposure to hazards or disagreeable working conditions.