


DISTRICT OF 	Job Description District of Oak Bay Manager, Recreation Services
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Position Title:	Manager, Recreation Services
Reports To:	Senior Manager, Recreation, Culture & District Facilities
Position Description Date:	April 2026
Position Reviewed or Amended	
Positions Supervised:	Recreation Coordinators (4), Lounge Supervisor

Nature and Scope of Work:

This position is part of a leadership team that oversees recreation program and service delivery for the District of Oak Bay. The Manager, Recreation Services provides direction and support to program coordinators and supervisors in the development and implementation of a wide range of community recreation opportunities. This role has specific responsibility for oversight of the programs and services at the Oak Bay Recreation Centre, along with other centralized program areas delivered throughout the municipality.

Key Accountabilities:

- Provide leadership and direction to five (5) supervisory staff and their teams responsible for the planning and implementation of programs and services including, but not limited to those provided in the following facilities; aquatics, fitness, arena, indoor/outdoor racquet courts, indoor sport field, and operation of the Sports View Lounge;
- Oversee the recruitment, supervision and evaluation of program coordinators, supervisors and programmers, and facilitate opportunities for learning and growth through training and coaching of the program team;
- Provide professional advice and prepare written reports, presentations, and recommendations for Council and senior leadership on matters related to community recreation services;
- Analyze and evaluate community, facility and program administration needs to ensure that the department provides high quality, relevant leisure services to the public while maximizing the use of available facilities;
- Support the planning of public relations, marketing, promotions and advertising for the department;
- Collaborate with the Director and other managers in the development of operating and capital budgets and plans;
- Provide guidance and support to staff managing patron requests, issues, and concerns, including leading investigations when required;
- Assist in the development of policies, procedures and initiatives which support a workplace culture of trust, collaboration, respect, accountability and continuous improvement;
- Maintains effective relationships with internal and external collaborators to build and enhance service delivery;
- Work closely with the Facilities and Operations team, and other department staff to operate, upgrade, and decommission assets in a coordinated manner;
- Keep the Director informed on all matters pertaining to department programs and services;

- Act on behalf of the Director as required;
- Perform related work as required.

Demonstration of the District's Workplace Values – CARE

- **Connected** means we serve the community and each other with friendliness, kindness, professionalism, and respect – working as one team, sharing knowledge and supporting one another.
- **Accountable** means we do what we say we will do, take pride in our work and act with integrity.
- **Responsive** means we believe that finding better ways to serve is part of our growth and that progress and personal connection can co-exist.
- **Effective** means we deliver sustainable results in ways that nourish people.

Required Knowledge Skills and Abilities:

- Thorough understanding of the role recreation and culture plays in supporting community health and well-being;
- Excellent written and verbal communication skills with the ability to negotiate, influence, and liaise effectively with contractors, consultants, community groups, members of the public and external agencies;
- Thorough knowledge of legislation, regulations, policies and procedures that impact municipal recreation services;
- Ability to manage complex projects, budgets, schedules, and competing priorities;
- Advanced research, analytical and problem-solving skills, with an ability to interpret emerging issues, and lead strategic planning initiatives;
- Analytical skills, including an ability to identify and assess relevant data and develop plans to achieve desired outcomes;
- Strong organizational skills and an ability to plan and manage a high volume of programs and services;
- Exemplary change management skills, including an ability to assess options and impacts of potential changes, communicate the rationale for a change, as well as support staff through workplace transitions;
- Ability to provide strategic advice and guidance on critical issues that have community impacts;
- Strong financial management skills with the ability to manage operational budgets and expenditures for the division;
- Ability to work independently and collaboratively in a fast-paced environment.
- Ability to develop and update policies and procedures and generate administrative reports covering program operations, services, and proposals.
- Conflict and complaint management skills;
- Sound judgment and initiative to deliver results;
- An understanding of the strategic direction of the District of Oak Bay.

Qualifications and Experience:

- A post-secondary degree in Recreation, Public Administration, or related field;
- A minimum of five years' experience in management, leadership and/or supervisory position in a municipal recreation department, including a minimum of ten years of experience in the planning, implementation and evaluation of a wide range of recreation programs and services or an equivalent combination of education and experience.