
The Hamilton Conservation Authority currently has a
Full-time opportunity for a
Superintendent, Confederation Beach Park

Reporting to the Eastern Senior Manager, The Superintendent of Confederation Beach park plays an important role operating this city of Hamilton owned park property. Confederation Beach Park is approximately 83 hectares. The park provides plenty of space for sports, games, picnics and other recreational activities for residents and visitors including the Hamilton Beach Trail system, while conserving the natural landscape, flora and fauna. Confederation Beach Park includes support for operating the Lakeland Centre, featuring a swimming pool, splash pad, volleyball & basketball courts.

The Superintendent of Confederation Beach Park manages and oversees customer services and the operations of the Confederation Beach Park and any associated sundry Conservation Areas. This position has a high level of responsibility to protect and manage one of the busiest City of Hamilton owned parks through a management agreement. Creativity, flexibility, problem solving capabilities and an ability to effectively communicate are definitely required for this position. Additionally, the health and safety of staff and the public is a priority. This position functions as an important member of the Management Team at the HCA with respect to maintaining the area and exploring new business and visitor opportunities. As noted in our strategic plan, HCA provides customers high quality, diverse natural areas to promote outdoor recreation, health and well-being, strengthening public awareness of the benefits of being in or near our conservation areas including Confederation Beach park.

RESPONSIBILITIES

- Plan, coordinate and directly manage all area operations taking a hands-on approach to equipment operation and providing service support.
- Evaluates operations to ensure appropriate allocation of resources, meeting of objectives and deadlines.
- Point of contact for internal tenant leases arranged through the City of Hamilton.
- Reviews and references operations to align with initiatives in the strategic plan for CA experience and master and management plans and any requirements from City of Hamilton.
- Conduct inspections and make recommendations to the Eastern Senior Manager of Conservation Area Services on the condition of the area, the facilities and amenities, on the need for operational and capital improvements to enhance the area in keeping with customer trends and business potential.
- In partnership with Watershed Management Services staff, work towards the proper stewardship of the area to ensure the long-term sustainability of the landscape, environmentally significant areas, species at risk and conservation area flora and fauna.

- Attend relevant City of Hamilton/HCA Park Management Review Team meetings as well as any relevant Conservation Advisory Board and Board of Directors meetings to obtain corporate perspective and support area initiatives.
- Provide leadership with respect to the enforcement of City of Hamilton Bylaws through education and compliance.
- Work with and partner with other enforcement agencies including Hamilton Police, municipal bylaw enforcement, MNRF, Animal control etc.
- Investigate complaints and infractions under the City of Hamilton Bylaws, CA Act and other related Acts.
- Oversee the organizing of a Conservation Area Safety Program to ensure adequate protection of the conservation area's resources, visitors and ensure HCA Policies, Safe Working Procedures, relevant codes and safety standards are met and documented.
- Provide generic and site specific training to staff to ensure they are fully competent and able to fulfill their job requirements.
- Lead regular safety meetings for staff, responsible for performing regular safety audits for staff and ensure completion of safety reports, inspections, investigations, and recommendations in a timely manner as required.
- Manage the recruitment, training, staffing performance reviews, performance management and mentor and coach direct reports to help them achieve their goals and objectives.
- Ensure excellent customer services to all visitors, stakeholders, service providers and other groups, provide leadership with respect to problem solving and resolving visitor complaints and concerns and train staff to handle regular questions and concerns that occur
- Identify and address proper ways to notify of interruptions in service through communications with all staff and marketing for their use on social media and HCA website.
- Develop positive working relationships with adjoining property owners, the community and municipalities.
- Draft budgets to assist in planning for annual operating budgets and monitor budgets to ensure proper record keeping of transparent and responsible use of financial resources.
- Working in a planned and managed way to develop new services and improve existing services to optimize revenue and deliver positive outcomes.
- Other duties as assigned to assist the team effort.

QUALIFICATIONS

- Post-secondary degree or diploma in a field related to parks and recreation, resource management, tourism, business administration, environmental science or an equivalent post-secondary program

- 5-7 years of progressively responsible experience in outdoor recreation, in fields such as CAs, municipal parks, provincial parks or broader public sector and/or related private sector park / campground experience
- 3 years of supervisory experience
- Experience in employee management with respect to hiring, training, scheduling and retention
- Demonstrated knowledge of principles related to park management, operations and planning
- Possess knowledge of general facility, grounds keeping and ability to safely handle and operate power tools, small and large machinery such as mowers, tractors and grass trimmers) as well as snow ploughs
- Excellent interpersonal skills to communicate with visitors, staff, volunteers, business partners, user groups etc. in a positive and professional manner
- Ability to organize work, plan activities and set priorities in a manner that meets competing needs and timely resolution of matters
- Proven skills and experience in customer service excellence and business development
- Leadership and management skills to lead staff, monitor performance, set goals and promote excellence in customer service
- Financial knowledge and experience with revenue practices, expenditure control, purchasing and cash handling and experience building annual budget
- Ability to work independently and use sound judgement and handle any serious situations/circumstances in a safe and responsible manner
- Demonstrated knowledge of various acts and regulations such as the Conservation Authorities Act, City Parks Bylaws, Occupational Health and Safety Act, the Employment Standards Act and other related legislation to ensure a safe work environment for staff and visitors
- Good computer skills with Microsoft Office software including Word, Excel, power point and outlook, POS applications
- Knowledge of CAMIS or related booking / reservation systems
- Knowledge of pay and display and autogate systems
- Ability to work outdoors and to work shifts, including evenings, weekends and public holidays, work overtime and provide on-call support when required
- Ability to lift up to 50 pounds
- Valid Class G driver's license and ability to travel to various locations as required for site visits, meetings etc.

WORKING CONDITIONS

This position will be based at Confederation Beach Park, 585 Van Wagners Beach Rd., Hamilton, ON. Work hours are 8 hours per day for a total of 40 hours per week, with regular evenings and weekend shifts during the year as required. This position is expected to be available during periods of heavy rainfall, run-off, or adverse weather

conditions, as well as for special events. Additionally, the role may be assigned to other conservation areas or projects as directed by the Director, Conservation Area Services for specified durations. Attendance at evening Board and Subcommittee meetings, particularly those concerning agenda-specific or general area topics, is also expected.

SALARY

The position offers a salary range of \$91,012 to \$105,508, commensurate with experience and education. Progression will be based on merit and is reviewed annually. Additionally, yearly cost-of-living adjustments (COLA) may be considered.

BENEFITS

This position is eligible for benefits as outlined in HCA's Employee Handbook as it pertains to a full-time position. Most benefits become effective after the 3-month probation period (health, dental, disability insurances and life insurance); however, the defined contribution pension plan requires one year of service.

APPLICATION PROCESS

Interested applicants, please submit your cover letter and resume in PDF or MS Word format via email, **quoting the job title in the email subject line**, by 4:00 pm, on **Friday, May 10, 2024** to: jobs@conservationhamilton.ca

Although we appreciate the interest of all applicants, only those selected for an interview will be contacted.

Accessibility accommodations are available for all parts of the recruitment process; applicants are asked to inform Human Resources for any disability required accommodations in advance.