



Chief Operating Officer

As the only employee to the Board of the PCWCBAI and consistent with the constating documents, the Chief Operating Officer (COO) is directly responsible for the overall management and directing all operational aspects of the facility, implementing board approved policies, strategic objectives, and initiatives. To this end, the COO will focus on the strategic plan implementation, annual business plan implementation while operating within the approved financial budgets by the Board. The COO will lead the PCWC team and have overall responsibility for operational budget; including capital planning. The COO will oversee the day-to-day management of the facility while ensuring internal processes are followed to ensure maximum productivity, facility utilization and revenue generation.

Education and Core Competencies

A. Education and Experience

- Completion of a post secondary education in Business Administration, Sports/Recreation or Physical/Health Education.
- Minimum of five (5) years of active living and recreation facility management related experience.
- Minimum of five (5) years of leadership experience in a public sector environment.

B. Competencies and Knowledge

- Demonstrated experience in employee management.
- Demonstrated knowledge of the *Municipal Government Act* as it relates to the governance and operational requirements for a municipal corporation.
- Demonstrated administrative and supervisory skills.
- Possess excellent oral and written communication and organizational skills.
- Possess excellent interpersonal and customer service skills.
- Possess analytical and problem-solving skills.
- Demonstrated knowledge and understanding of facility management.
- Ability to understand the mechanical systems within a facility with multiple operations of differing needs.
- Demonstrated experience in effective relationship management.

Hours of Work / Salary and Benefits

The position is a full time role with flexibility of hours as there may be varied hours of work required to carry out the duties assigned in the evenings and weekends. Salary and Benefits package for the position is aligned to the current PCWCBAI employment package and COO Contract (to be negotiated). This is a high profile public facility serving the region and citizens of Pictou County.

Accountability / Organizational Relationships

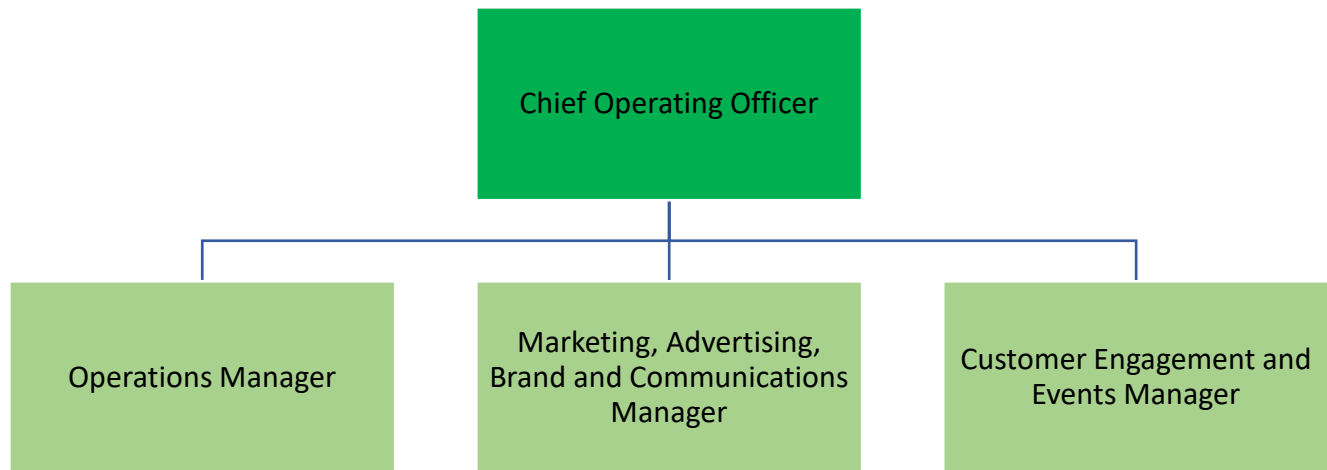
The Chief Operating Officer shall report directly to the PCWCBAI Board of Directors on all aspects and duties related to the position. The PCWCBAI Chairperson will communicate approved directives on behalf of the PCWCBAI Board.

Organizational Relationships:

- Internal – Board, Operations Committee (refer to the Terms of Reference), PCWCBAI Staff, Participating Municipalities
- External – YMCA, Community Stakeholders, Facility Users, Citizens of Pictou County and Public at large

Direct Reports

The Chief Operating Officer shall manage the following positions within the structure:



Critical Success Factors

- Achievement of the annual business plan and strategic plan
- Effective delivery of the PCWC Mandate
- Optimization of participating municipal infrastructure allocations
- Institutionalization of a culture of continuous improvement
- Effective leadership and exceptional customer service

Specific Duties and Responsibilities

- 1) To bring vision, innovation and solutions orientated leadership which ensures facility utilization, success and sustainability.
- 2) To cultivate a strong and transparent working relationship with the Board and its committees, stakeholders, user groups and the Pictou County YMCA.
- 3) To ensure that required facility internal controls systems and policies are implemented and supported by effective management information.
- 4) To lead a management team with shared values that are committed to excellent facility operation and exceptional client service.
- 5) To develop and submit to the Board an annual business plan which supports the strategic plan and includes:
 - An operating budget
 - A 5-year capital plan
 - A sales and marketing plan
 - An operational efficiency plan
 - A human resource development plan
 - A community liaison and communications planReport on and seek Board approval for changes as circumstances dictate.
- 6) To manage the day to day operation of the facility including regular supervision of direct reports, by providing ongoing advice and guidance to them and by initiating such corrective actions as are necessary.
- 7) To negotiate and implement third party operational supply and service agreements consistent with the Authority's policies and guidelines.
- 8) To facilitate and oversee the finalization of facility regular programming, major event programming, advertising sales, marketing promotions and facility utilization consistent with the Authority's policies.
- 9) To support the development of the PCWC facility through the effective execution of its mandate to promote sports, recreation and athletic activities and healthy active lifestyles within Pictou County.
- 10) To proactively lead in the development and management of key stakeholder relationships, understandings and related messaging and branding of the facility.
- 10) To oversee and ensure compliance with all federal, provincial and municipal operational guidelines and legislation and to seek direction from and report to the board and other oversight authorities as is required by board direction, policy, or law. (Municipal, environment, labour, OHS etc.)
- 11) To develop and maintain effective and cooperative relationships with other Pictou County and Nova Scotia organizations and key stakeholders active in the area of sports, recreation, fitness, health and lifestyle promotion.
- 12) To prepare and report on the operation of the PCWC as required by the Authority Board. This will include event, quarterly and annual financial and operational results consistent with a set agenda established by the Authority Board and shall have overall responsibility for delivery of the budget.

- 13) To ensure the proper training, development and motivation of all PCWC management and operating personnel in a manner which assures the Board that excellence in the delivery of all mandated services to facility clients and tenants and all other key stakeholders is the foundation of the facility operating culture and all associate behaviors.
- 14) The Chief Operating Officer shall from time to time carry out other duties and responsibilities as required and assigned by Authority Board.
- 15) The Chief Operating Officer shall meet with the Board on an annual basis to review a statement of Authority expectations and strategic initiatives which are to be included in the PCWC annual business plan.
- 16) Ensure compliance with all Occupational Health and Safety requirements and obligations; including the management of the PCWC's JOHSC.