

EMPLOYMENT OPPORTUNITY – CORPORATION OF THE TOWN OF HANOVER POSTING #2025-32 MANAGER OF PARKS RECREATION & CIVIC FACILITIES

The Town of Hanover is recruiting a dynamic, service-oriented leader to join our team in the position of Manager of Parks, Recreation & Civic Facilities.

Position Summary

Reporting to the Director of Parks, Recreation & Culture, the Manager of Parks, Recreation & Civic Facilities oversees and coordinates the preventative and ongoing maintenance and operation of municipal civic facilities, recreation facilities, parks, playgrounds, athletic fields, trails systems and open space areas. This position provides supervision and leadership across departmental areas and provides support to the Director as required.

A comprehensive position description detailing the role, responsibilities and functions is enclosed.

Knowledge, Skills, Experience & Certifications

- Minimum three (3) years of facility and recreation management related experience, preferably in a municipal government setting
- Minimum 3 years' experience in a supervisory role required
- Certified Pool Operator certification and/or willingness to obtain is required
- ORFA certification such as Certified Ice Technician, Building Operations and Maintenance or Building Management and Operations are an asset
- ORFA and/or OPA or related turf or parks training or certification is an asset
- Certifications including First Aid, Working at Heights, Elevated Work Platforms, Propane and Chlorine Handling etc. are assets
- Strong knowledge in the areas of facility, arena, pool, parks, trails and athletic field operations, maintenance, and regulatory compliance
- Well-defined sense of diplomacy with strong communication (written, oral and interpersonal), public relations and customer service skills
- Proficient time-management and organizational skills with ability to respond and adapt quickly in a dynamic, fast-paced environment
- Political acuity with effective ability to build credibility and develop meaningful relationships internally and externally
- Excellent project management skills with the ability to effectively organize competing priorities, make well-informed decisions, and manage outcomes
- Computer proficiency, including MS Office and Adobe Acrobat, with ability to learn new programs; experience with databases such as work order programs, and financial software is an asset
- Ability to effectively lead, coach, and motivate a multi-disciplinary team in a unionized environment
- Must be willing and able to act as 24/7 emergency contact for departmental facilities
- Valid Class G or higher driver's license required, with driver abstract and CVOR satisfactory to the Town
- Criminal Record, Judicial Matters and Vulnerable Sector Check satisfactory to the Town

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POSTING #2025-32 MANAGER OF PARKS RECREATION & CIVIC FACILITIES**

Compensation and Benefits

The Town of Hanover offers a comprehensive compensation, pension, benefits and wellness package. Anticipated salary range is \$94,390.40 to \$109,761.60 based on a 40 hour work week (under review; subject to approved cost-of-living adjustments for 2026).

Application Instructions

Qualified applicants are invited to submit a cover letter and resume quoting Posting #2025-32 by email, mail, or in person by 4:00pm on Wednesday, November 26, 2025 to:

**Town of Hanover
341 10th Street, Hanover ON N4N 1P5
t 519.364.2780 | f 519.364.6456
hr@hanover.ca**

The Town of Hanover is an equal opportunity employer that values diversity. Accommodations are available throughout the recruitment process. Applicants must self-identify and make their accessibility needs known in advance. We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted. Information is collected solely for the purpose of job selection under the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

Job Description

Prepared: October 2018

Revised: November 2025

Reviewed By: Director, Parks, Recreation & Culture

Position Title:	Manager of Parks, Recreation & Civic Facilities	
Department:	Community Services - Parks, Recreation & Culture	
Reports To:	Director, Parks, Recreation & Culture	
Supervises:	Directly:	Parks & Facilities Lead Hand Facility Operators Civic Facilities Maintenance Supervisor P & H Centre Custodians Seasonal Horticulturalist Facility Event Workers Seasonal/Casual Parks and Horticulture Staff Parks Labourer, Horticultural Landscape Labourer, Municipal Bar Representatives Community Living Partners Co-op Students
	Indirectly:	Civic Facilities Custodians
Position Status:	Full-time	
Location:	P & H Centre, 269 7 th Avenue	
Pay Method:	Salary based on established hourly rate	
Normal Work Week:	40 hours per week	
Management Status:	Management; supervisory	
Remote Work Eligibility:	Rare / Occasional	

Position Summary

The Manager of Parks, Recreation & Civic Facilities oversees and coordinates the preventative and ongoing maintenance and operation of municipal civic facilities, recreation facilities, parks, playgrounds, athletic fields, trails systems and open space areas. This position provides supervision and leadership across departmental areas and provides support to the Director as required.

Duties and Responsibilities

Operations

- a) Plans and implements maintenance programs for indoor and outdoor recreational facilities (eg. P&H Centre, arena, pool, parks, pavilions, playgrounds, athletic fields, trails systems and open space areas), ensuring a high-quality level of maintenance, safety, and public service.
- b) Oversees civic facilities maintenance functions and operations.
- c) Oversees and liaises with contracted personnel and services to facilitate the successful and compliant execution of service agreements, including obtaining quotes, and developing tenders and contracts for service in accordance with the municipal procurement policy.
- d) Develops and maintains accurate record keeping for department facilities and services provided and areas of legislated compliance including, but not limited to mechanical, refrigeration, pool filtration and fire systems. Ensures facility monitoring systems are well-maintained and documented.
- e) Implements preventative maintenance of department facilities and equipment, including mechanical, electrical, filtration, refrigeration, safety systems in order to maintain safe and compliant operating conditions.
- f) Coordinates the ongoing structural, mechanical, electrical, and energy maintenance and management for applicable facilities.
- g) Supervises the use and level of service received by facility users and renters as per established policies and procedures, identifies issues and takes action to resolve.
- h) Promotes facility use and recommends and implements revenue generation opportunities.
- i) Implements and maintains the fire safety plan for recreational facilities, including direct completion and/or coordination of inspections of all AED's, fire suppression systems and equipment, arranging and facilitating fire drills, and carrying a mobile phone for 24/7 emergency contact purposes. Provides oversight for civic facilities fire safety.
- j) Maintains and views surveillance cameras and perimeter lighting, and provides documentation required for related activities.
- k) Attends Council and Committee meetings as required and is designated staff liaison for sub committees as required.

- l) Responds to public inquiries, requests for information, addresses public complaints, determines the source of problems, and mediates and facilitates the resolution of issues in a professional manner.
- m) Prepares a variety of reports, correspondence, and documents.
- n) Liaises with user groups, facility renters and customers regarding facility rental services and contracts. Administers the ice and athletic field allocation process. Supervises and monitors major events and activities.
- o) Provides project management implementation and supervision for department operational and capital projects.
- p) Researches information for departmental facility related projects, initiatives and prepares recommendations to enhance service, compliance, and/or efficiencies.
- q) Develops and maintains policies, procedures and standard operating guidelines to support efficient and compliant departmental operations.
- r) Responsible for ongoing risk management program related to departmental facilities and operations including inspections.
- s) Responds to emergency callouts.

Spending, Budgets & Internal Controls

- a) Provides input, direction and selection for equipment and materials acquisition and facility renovation, revitalization, decommissioning and development.
- b) Works in collaboration with the Director to prepare the operating and capital budgets for departmental areas of supervision; monitors the progress of budget revenues and expenditures throughout the year and takes corrective action when necessary.
- c) Researches and prepares applicable applications for grants and alternate sources of funding such as subsidies, user fees and funding partnerships.
- d) Ensures all department functions are carried out in accordance with applicable legislation, policies, and procedures.
- e) Maintains accurate records of maintenance activities, including repairs, inspections, and preventive maintenance.
- f) Purchases items or resources within approved spending authority, in adherence to municipal purchasing policy.

Human Resources

- a) Effectively leads, supervises, and coaches direct and indirect reports to ensure the effective delivery of department services, including hiring, onboarding, training, performance management, professional development, and fostering a positive and productive working environment. Ensures ensure all staff are trained and certified to properly perform their duties.
- b) Establishes work roles, schedules and responsibilities for departmental staff.
- c) Monitors and maintains staff payroll hours and time off requests using personnel management software.
- d) Facilitates and develops effective and collaborative working relationships with other internal Town departments, applicable community user groups, contractors, volunteers, businesses and other municipalities.
- e) Administers and interprets the CUPE collective agreement, providing guidance to management and staff, supporting grievance resolution, and participating in labour relations activities.

Health & Safety

- a) Conducts all functions and responsibilities in accordance with Occupational Health & Safety Act (OHSA) requirements as they apply to managers, supervisors, and employees. Monitors, implements, enforces, and abides by all legislative provisions and municipal policies, procedures and guidelines to promote a safe and compliant work environment.
- b) Ensures ongoing risk management policies and procedures are implemented and provides input related to department operations according to various regulations.
- c) Participates as a management representative on the site-specific and town-wide Joint Health & Safety Committees.

Other

- a) Performs all other duties and responsibilities as assigned.
- b) Provides back-up facility operation services, as required.

Education, Skills and Experience

Education/Training/Certifications/Licences:

- Diploma or degree in facility management, recreation or related discipline or equivalent is required

- Minimum ORFA Basic Refrigeration certification and/or willingness to obtain is required
- Certified Pool Operator certification and/or willingness to obtain is required
- ORFA certification such as Certified Ice Technician, Building Operations and Maintenance or Building Management and Operations are an asset
- ORFA and/or OPA or related turf or parks training or certification is an asset
- Certifications including First Aid, Working at Heights, Elevated Work Platforms, Propane and Chlorine Handling etc. are assets
- Valid Ontario 'G' Class driver's license in good standing with driver abstract and CVOR satisfactory to the Town
- Criminal Record, Judicial Matters and Vulnerable Sector Check satisfactory to the Town of Hanover

Experience:

- Minimum three (3) years of facility and recreation management related experience, preferably in a municipal government setting
- Minimum 3 years' experience in a supervisory role required

Skills and Abilities:

- Strong knowledge in the areas of facility, arena, pool, parks, trails and athletic field operations, maintenance, and regulatory compliance
- Well-defined sense of diplomacy with strong communication (written, oral and interpersonal), public relations and customer service skills
- Proficient time-management and organizational skills with ability to respond and adapt quickly in a dynamic, fast-paced environment
- Political acuity with effective ability to build credibility and develop meaningful relationships internally and externally
- Excellent project management skills with the ability to effectively organize competing priorities, make well-informed decisions, and manage outcomes
- Computer proficiency, including MS Office and Adobe Acrobat, with ability to learn new programs; experience with databases such as work order programs, and financial software is an asset
- Ability to effectively lead, coach, and motivate a multi-disciplinary team in a unionized environment
- Must be willing and able to act as 24/7 emergency contact for departmental facilities

Physical Demands and Working Conditions

- Work is typically performed in a standard office setting with requirement to have a regular presence in facility mechanical areas and outdoors spaces as required. On occasion may be required to assist with event or equipment setups.
- Required to deal with complaints from the public and on occasion with people who are very irate.

- Assisting department heads and other staff with objectives, procedural matters, issues and deadlines is required.
- Work is subject to frequent demands and shifting priorities. Incumbent is required to attend evening meetings and weekend or holiday events on a regular basis.
- May be required to work overtime and/or unusual hours to respond to emergency situations in a timely manner.

Contacts

Internal: Director of Parks, Recreation & Culture, (daily)
 Park and Facilities Lead Hand and Operators (daily)
 Civic Facilities Maintenance Supervisor (daily)
 P&H Centre Custodians (daily)
 Administrative, Clerical, and Customer Service Staff (daily)
 Aquatics Staff (daily)
 Programs Staff (daily)
 Public Works Staff (weekly)
 Seasonal and Casual Staff (daily)
 Civic Facilities Custodians (occasional)

External: General Public (daily)
 Community User Group Representatives (weekly)
 Facility rental customers (weekly)
 Suppliers and contractors (weekly)
 Business owners, Chamber and DIA representatives (occasionally)
 Government agencies (occasionally)

Public Relations: Media

Review

Department Head:		Date:
Human Resources:		Date:

Approval

CAO:		Date:
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