SUNSHINE COAST REGIONAL DISTRICT **JOB DESCRIPTION**

ARENA PROGRAM SERVICES COORDINATOR

EXEMPT OR UNION: Union
SALARY LEVEL: Grid 1, Band 16 (Under Review)
LOCATION: Sechelt Arena/GACC
APPROVED BY: Manager, Recreation Services

DEPARTMENT: Community Services
DIVISION: Recreation Services
SUPERVISOR: Manager, Recreation Services
UPDATED: November 2026

Replaces: Facility and Program Coordinator, Arenas and Sports

Previous Version: October 2016

SUMMARY: Under the general direction of the Manager, Recreation Services, this position provides leadership and oversight of arena operations at Gibsons and Area Community Centre and Sechelt Arena, including facility bookings, ice allocation, recreation programming, community partnerships, events, and contract administration. Responsibilities include program development and monitoring, public education initiatives, community group liaison, leading the annual ice allocation process, facilitates user group meetings, and maintaining collaborative relationships with arena user groups to support effective communication, equitable access, and efficient facility scheduling.

KEY RESPONSIBILITIES *include:*

1. Provides coordination and supervision of the Arena recreation program and services at the Gibsons & Area Community Centre and the Sunshine Coast Arena (Sechelt).
2. Develops, coordinates, implements, and evaluates arena recreation programs and services to meet community needs, maximize facility utilization, and support the effective delivery of accessible, high-quality recreational opportunities.
3. Assigns, reviews, and directs the work of staff, continuously, monitoring to ensure that established deadlines are met, and implementing/recommending means of improving service delivery.
4. Build and maintain positive relationships with sport organizations, user groups, community partners, contractors, and the public while responding to inquiries, resolving concerns, and supporting community recreation needs to coordinate recreational offerings in the community.
5. Reviews and maintains contracts for programs offered by third party providers, including fostering and developing effective and meaningful relationships, ensuring instructors have appropriate training, certifications and insurance.
6. Proactively engage with facility user groups, sport organizations, community partners, and other stakeholders to address operational concerns, resolve conflicts, and collaboratively develop solutions. Communicate and represent SCRD priorities, policies, expectations, and concerns to ensure alignment.
7. Develops presentations, educational and promotional materials, program content for marketing initiatives, and program evaluation and community needs assessment tools to support arena recreation programming, operational procedures, and public awareness of

recreation services.

8. Receives, reviews and processes booking requests for arenas and related facility spaces and allocates access to arena facilities using established procedures.
9. Ensures compliance with SCRD policies, bylaws, the Workers Compensation Act, and applicable Occupational Health and Safety (OHS) Regulations by maintaining current knowledge of legislative requirements, promoting safe work practices and procedures, and supporting a safe and healthy work environment. Reviews program sites and conduct risk assessments to ensure public safety.

TYPICAL ACTIVITIES *include:*

1. Coordinates schedules and organizes all aspects of Arena program delivery including staff and instructor scheduling, recruitment and orientation of staff and instructors, procurement of supplies and equipment, and maintenance of accurate program records.
2. Researches and compiles information on relevant statistics, programs, events and issues related to recreation services, liaising with other SCRD divisions relating to recreation business matters, preparing correspondence and other related materials such as monthly and quarterly reports.
3. Prepares programming and recreation initiative proposals and makes budget recommendations to Manager.
4. Supervises activities of staff, monitors performance, trains and develops and ensures adequate level of staffing maintained.
5. Monitors the activities of contractors and volunteers and evaluates effectiveness of contract activity.
6. Attends community meetings on recreation programs and services to ensure coordination of activities.
7. Makes presentations to interested groups or individuals regarding community recreation programs.
8. Plans, coordinates, and facilitates annual and ongoing ice user group meetings; gathers and evaluates scheduling requests, develops allocation recommendations, and serves as the primary contact for user groups to resolve scheduling conflicts and operational issues throughout the season.
9. Prepares correspondence, reports and other related material such as monthly and quarterly reports.
10. Responds to program/service enquiries from the public to ensure effective quality customer service.
11. Collaborates with Facilities Services staff to ensure smooth operations of Arena activities.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Completion of grade 12 or equivalent.
- Completion of a two (2) year post-secondary program in Recreation Management or a related field from a recognized institution, such as a diploma in Recreation Management, Recreation Leadership, Sport Management, or a related discipline.
- Two (2) years of relevant experience in arena operations and recreation in all aspects of program management, including contract administration, budget management, direct staff supervision, and in working with the community in a public consultation capacity.
- Basic First Aid (OFA 1) or equivalent

- 5th Class Power Engineer with Refrigeration Endorsement preferred.
- An equivalent combination of education and experience may be considered.
- Valid BC Driver's License.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Strong organizational skills in managing multiple projects and deadlines with a minimum of supervision.
- Ability to coordinate multiple user groups needs within the time frame of the current service level in a fair and equitable way.
- Effective oral and written communication skills.
- Ability to make presentations to a variety of audiences.
- Effective interpersonal skills, specifically a demonstrated ability to proactively develop mutually beneficial working relationships with colleagues, clients and others.
- Knowledge of and experience with Microsoft Office Products
- Required to work irregular hours including evenings and weekends.
- Satisfactory results from RCMP criminal records check.
- The incumbent is expected to support corporate sustainability and workplace safety objectives.