

**ESQUIMALT
POSITION DESCRIPTION**

Effective Date : December 2021
Pos #: 565

Position Title:	Pavilion Supervisor
Department/Division/Section:	Parks and Recreation
POSITION FUNCTION Supervise the provision and main contact and booking processor for Gorge Park Pavilion rentals and events. Assist with events for the Parks & Recreation Department.	
KEY DUTIES Serve as main contact for scheduling and staffing requirements, including customer and staff queries for rentals and event bookings. Assist with the event execution Process all booking and rentals requirements in Xplor. Process contracts and invoicing Lead a staff team with set-up, preparation, delivery, take-down and clean-up [includes hands-on work]. Ensure quality service provision while maintaining a high standard of customer service during all operations. Ensure compliance with licencing and other regulatory requirements. Hire, supervise, lead, train, motivate and review the work of service staff. Perform daily cash handling duties including the administration of cash floats, balancing daily cash reconciliations and related transactions, and the preparation of cash summaries; support service staff with cash handling duties and POS operation through effective training. Prepare payroll for approval. Order stock from approved distributors; monitor inventory and related materials and supplies; produce inventory control reports; monitor staff cash outs. Process daily invoices/receipts for payment; prepare quotes and invoices for payment. Plan and schedule cleaning and maintenance Ensure preventative maintenance is completed and arrange for equipment repairs. Operate in a manner which focuses on teamwork, consistent quality and maintaining standards of service consistent with training. Maintain open and effective communication with staff and supervisor. Research and develop marketing, business, and promotional ideas under the direction of supervisor. Implement approved initiatives. Scheduled hours will depend on operational need but will generally be evenings and weekends:	

Perform related duties where required.

INDEPENDENCE

Work is generated by demands for service and is assigned and reviewed by supervisor.

Responsible for scheduling staff; maintaining expenditures within a pre-established budget; decisions are reviewed by supervisor.

Hiring of regular employees, employee discipline issues, monetary, accounting or inventory discrepancies or shrinkage are referred to supervisor.

WORKING CONDITIONS

Physical Effort:

Lift and move equipment, food and stock items (occasional). Keyboarding for long periods of time.

Mental Effort:

Meet multiple deadlines and requests for service; perform multiple tasks (often). Problem solve, coach and guide auxiliary work force.

Deal with customer requests for service, complaints and negative comments.

Visual/Auditory Effort:

Ensure safety procedures and practices are followed - requires visual and auditory attention (periodic).

Monitor staff and patron interaction while performing tasks.

Work Environment:

Carrying trays and glassware (periodic); exposure to cleaning solutions (infrequent); working with frequent changes in temperature.

KEY SKILLS AND ABILITIES

Ability to manage, organize, plan and supervise events and bookings

Ability to effectively supervise, organize, schedule, orient, train, mentor and motivate auxiliary staff.

Ability to manage performance and provide evaluations and constructive feedback.

Excellent interpersonal skills and staff relations skills.

Strong planning, prioritization and organizing skills.

Excellent and positive customer service skills.

Leadership qualities with ability to exercise judgement and initiative.

Ability to perform multiple tasks and meet deadlines.

Operate a variety of standard office tools.

Understanding of basic business principles Excellent verbal skills and the ability to write concisely and accurately.

Basic math skills (adding, subtracting, multiplication and division).

Computer skills (basic keyboarding and data entry, working knowledge of word processing, spreadsheets,

and Microsoft Publisher), computerized P.O.S. system and cloud based registration software [preferred].

QUALIFICATIONS

Formal Training and Occupational Certification:

High school graduation

Two year diploma in event management or related field

Valid BC driver's license

Maintain clean criminal record check

Experience:

3 years of relevant experience or an equivalent combination of education and experience preferred.

OTHER

Length of time to become familiar with job duties and responsibilities: varied, depending on qualifications.

May be requested to substitute in a more senior position.