



NEW BRIGHTON RESIDENTS ASSOCIATION JOB POSTING

Program Coordinator (Maternity Coverage)

Salary Range: \$48,000-\$52,000

OUR MISSION: *"To enhance New Brighton's sense of community by providing facilities, amenities, programs, and events."*

OUR VALUES: *Inclusion, Financial Accountability, Integrity, Responsibility, Enthusiasm*

ABOUT US: The New Brighton Residents Association (NBRA) is a not-for-profit organization established to professionally manage and operate several of New Brighton's community features. Operated by the NBRA, the New Brighton Clubhouse is a year round recreational facility, consisting of a 6500 square foot building. Also on site are; 2 tennis courts, a beach volleyball court, basketball courts, a splash park, playground, and a hockey rink. The Bell Tower amenity, pond fountains, and community entrances are among a few of the other community features maintained by the NBRA.

OUR TEAM: The New Brighton Residents Association has a unique environment with a dedicated, highly skilled workforce that has a proven foundation built on mutual respect. Each employee brings unique skills and has a measurable and essential contribution to help achieve the Company's common goals. Above all, while working safely, employees must focus on continuously achieving quality standards in everything they do in order to meet and even exceed the NBRA's customers' expectations.

SCOPE OF RESPONSIBILITY: The New Brighton Residents Association (NBRA) is seeking a highly motivated individual to carry out the responsibilities of a full-time Programs Coordinator, as well as organize, execute and expand all programs and "value added" activities at the New Brighton Clubhouse. This position is for a maternity coverage.

AUTHORITY: The Program Coordinator will report directly to the General Manager and is responsible for the areas outlined herein, and other duties as determined from time to time.

HOURS OF WORK: Monday to Friday, 8:00 AM to 4:00 PM (hours may vary), with occasional weekend shifts required.

SPECIFIC DUTIES: Without limiting the generality of the foregoing, the Program Coordinator is responsible for performing the following specific tasks:

Leadership & Teamwork:

- Attend scheduled NBRA Leadership Team Meetings and share important and relevant information with the Special Events Coordinator (SEC)
- Act as a helping hand to the Special Event Coordinator with event planning, design, and execution to ensure that the all plans for Special Events are complete and well executed within budget guidelines
- Reduce expenses where needed to ensure that the annual budget for the department is maintained.
- Set-up/clean-up of facilities on event days with the Special Event Coordinator, acting as the second in command on those days to ensure proper execution of the event plan
- Work with the instructors to improve programs as per customer feedback/evaluations
- Manage and report to the General Manager all problems, concerns or emergencies that arise within the department
- Act as back up support to the Resident Concierge and Customer Service Leader
- Attend mandatory staff training and meetings
- Demonstrate role model behaviour at all times
- Abide by the NBRA policies and procedures as outlined in the NBRA HR policy manual
- Provide exceptional customer service and portray a professional manner
- Address relevant questions, comments, and concerns of residents in a timely manner

Summer Camp Management:

- Act as a guide for the Summer Camp Coordinator and Leaders with camp planning, design, and execution



- Research, develop and create the Summer Camp program in PerfectMind to be ready for registration by the middle of February each year
- Work with the General Manager to recruit, hire, and train the Summer Camp Coordinator and Leaders
- Maintain a Summer Camp Program Policy Manual in alignment with the NBRA safety policy

Program Management:

- Research, plan, implement and evaluate various children’s and adult programs to meet the needs of the residents of the community, taking into consideration current trends
- Research, plan, implement and evaluate fun and engaging “value added” activities including but not limited to: Movie Nights, Teen Nights, Tot Time, Seniors Club, BINGO, Good Food Boxes, Canvas Creations, and NBRA based workshops for all ages
- Schedule required rooms for programs for the needed dates and times
- Provide information to the Special Events Coordinator (SEC) to ensure the website, Facebook, Instagram, and television marketing is up to date and correct
- Ensure there is sufficient equipment for programs while being compliant to the NBRA safety program and staying within budget guidelines
- Maintain a system to gather feedback regarding programs
- Assist in ensuring that all current contact information for the facility, as well as details for upcoming programs, events, and registration dates, are clearly advertised. This includes promoting current and future programs, as well as value-added activities, on the website, in program brochures, and in the monthly BUZZ.
- Keep Customer Service Representatives (CSR’s), maintenance, and office personnel informed on all important details regarding programs (including set up/takedown and clean-up details)
- Other related duties as assigned

Instructor Supervision:

- Hire qualified/certified instructors for all programs, ensuring instructors are properly screened
- Ensure all instructors have accurate/current contracts as well as current required certifications
- Monitor all instructors performance and provide timely feedback
- Work with the instructors to improve programs through customer feedback/evaluations

Safety Program Ambassador:

- Act as an ambassador of the NBRA Safety program, as implemented by the Maintenance Foreman & Safety Officer
- Ensure safe work procedures and conditions exist at all times, this will include event site hazard assessments
- Assist the Maintenance Foreman and Safety Officer to update and implement necessary changes to the NBRA Safety Program

QUALIFICATIONS:

- Minimum of 5 years of experience in overseeing social, cultural, and recreational programming and services, or a post-secondary education in Recreational Administration, Marketing, Physical Education, Sports Administration, or at least 3 years of work experience in one of these fields
- Experience in overseeing social, cultural and recreational programs, events, and services
- Experience in marketing and social media advertising
- Must have exceptional communication and computer skills, with knowledge of Publisher, MS Office, Canva, or other design software
- Strong leadership, problem solving, project management, conflict resolution, negotiation, sales, organization, and training skills along with knowledge of financial and budget management
- Proven interpersonal, public relations, presentation, verbal, and written communications skills
- Must be able to work well with others while taking direction and feedback
- CPR and First Aid Certification (training will be provided, if required)
- A valid Class 5 Drivers License and vehicle available for supply runs

ADDITIONAL COMPENSTATION:

- 2 Weeks paid vacation
- Wellness Spending Fund of \$500 for first 3 years of employment, \$800 after 3 year anniversary (accrued monthly)
- RRSP optional program matching up to \$2,000 annually for the first five years, \$2500 for each year thereafter
- Cost Share Group Benefits Plan
- Bring Your Own Device cell phone allowance of \$55/mth
- RA Rewards Employee Recognition Program
- Complimentary and discounted facility rentals and registered programs
- Mileage allowance for use of personal vehicle
- Flex schedule program available

TO APPLY:

Interested applicants are asked to **submit a resume and cover letter detailing relevant experience, qualifications, and salary expectations to the General Manager** by emailing: gm@nbra.ca or via fax 403-781-6611 by January 31, 2025. **Please note that all candidates selected for the interview process will be required to provide a minimum of 3 work related references. If you are the successful candidate you will be required to complete a clear background check, and a clean driver's abstract.**