



CHILD AND YOUTH PROGRAMS DIRECTOR

At Trico Centre we deliver children's recreation programs that are fun, engaging and support physical development. We are currently seeking a dynamic person to join our team and bring their preschool, child and youth recreation programming skills focusing on physical activity while promoting healthy development of participants. A strong candidate will bring a passion for program development for ages 0 -14 years of age complemented by an ability to support a large staff base in a positive and progressive approach.

Qualifications:

- Post-secondary education Degree (Early Childhood Education, Elementary Education, Secondary Education, General or After Degree Child and Youth Care (Diploma/Degree) recreation field or equivalent experience required
- Minimum 5 plus years working experience in a program development and implementation role
- Five (5) years Staff Supervisory experience required
- Current Standard First Aid and CPR C Certification
- Effective communication with customer questions and concerns
- Current Police Security Check with Vulnerable Sector Search within the last three years or less mandatory
- Computer experience in Word, Excel and Recreation Software System
- High Five Certified an asset

Experience/Skills Required:

- Detail oriented, high level of accuracy with multiple tasks
- Able to work a flexible schedule that may include evenings and weekends when required
- Effective time management
- Experience developing and managing program budgets
- Strong program planning and leadership skills
- Ability to train and lead others in their development
- Excellent communication skills
- Professional demeanor under pressure

Performance Responsibilities/Accountabilities:

Employee Supervision

- Supervises the Child and Youth Programs Team Lead and Program instructors including:
 - Parented/Preschool (arts/crafts, gym, dance and gymnastics), Child/Youth, Skating, Martial Arts, Family, Day Camps, etc.
- Hires, trains and evaluates performance for direct reports under their responsibility

- Sets training plans for the department
- Manages and approves bi-weekly payroll and annual wage reviews for all program department areas
- Approves and assists with maintaining the monthly and sessional staff schedule within the When to Work program
- Works with staff to ensure all programs and services enhance the customer experience at Trico Centre
- Coaches, mentors and provides guidance and feedback to programs staff on work expectations, job performance and employee related concerns
- Demonstrates positive leadership consistent with Trico Centre values
- Handles the development and implementation of staff in-services with assistance from the Child and Youth Programs Team Lead
- Plans and leads staff in-service workshops
- Maintains employee certifications

Budget Accountability

- Researches and seeks out pertinent information on programs in order to stay competitive in the market place
- Develops and manages annual operating budgets for all areas within the programs department under their supervision to meet the needs of each programs and services area
- Monitors, regularly reviews, tracks and evaluates program department budgets to ensure they are meeting the performance expectations set in the annual operating budget
- Provides ongoing feedback to Programs Manager to ensure fiscal responsibility
- Develops annual capital budget for Programs area

Programs & Services

- Oversees all Programs and Services within the department including: parented/preschool, skating, arts/crafts, gym, day camps, dance, family, child/ youth programs etc.
- Researches, develops, implements/coordinates comprehensive recreational programs and services for Trico Centre programs department
- Evaluates recreational programs and services to ensure the needs of the organization and patrons are met
- Seeks new ways to increase revenues for the department
- Determines and sets fees for all programs and services
- Researches, develops seasonal brochure information
- Approves and enters programs information into the registration system
- Ensures all Recreation Software System information is accurate and up-to-date
- Assists with planning and implementing of school activity days
- Runs seasonal programs and ensure they are operating successfully
- Develops and delivers "programs/services knowledge" training to Guest Services team to ensure front-line employees understand our offerings (i.e.) schedules, programs, services, bookings, etc.)

Marketing

- Provides feedback to the Business Development and Sales Coordinator
- Takes a lead role for the department in the development and implementation of strategies regarding patron concerns, customer service values and facility standards
- Assists in marketing of programs and services jointly with the marketing team to promote the programs
- Heads-up the development of the seasonal programs content for the program guide

Other Duties

- Assists with Trico Centre special events
- Performs Duty Manager shifts as scheduled and required
- Attends supervisor meetings and training sessions
- Carries out other duties as required for the position and in support of the organization.

Schedule:

Full-time flexible hours per week. Employees will be scheduled for forty hours per week, 8 consecutive hours per day of which 7.5 hours are considered work time and .5 hours (30 minutes) is a paid rest break (7 days per week, 16 hours per day) in keeping with the needs of department and Trico Centre. A monthly schedule will be developed cooperatively with the Child and Youth Programs Manager. Any overtime hours must be preapproved by the department supervisor in advance of working the hours. Lieu time off for approved overtime hours worked will be provided for hours worked outside of 37.5 hours per week.

What We Offer:

- Free family facility membership and excellent full benefits package
- Training and development opportunities

Closing Date: Open until filled

Location: 11150 Bonaventure Drive SE

Thank you for your interest in Trico Centre for Family Wellness. Only those individuals selected for an interview will be contacted. We are an equal opportunity employer.

Please send applications to:

**Trico Centre for Family Wellness
11150 Bonaventure Dr. SE
Calgary, AB T2J 6R9**

**Attention: Programs Manager
Email: mcrook@tricocentre.ca
Fax: 403-278-7573**