

True North Sports + Entertainment is looking for a knowledgeable, dependable facility leader to join the Bell MTS Iceplex team.

The **Operations Manager, Bell MTS Iceplex** is responsible for all operational aspects of the 4-pad multiplex ice facility and exterior grounds, leading a full-time and part-time team of building engineers, ice-cleaners, housekeeping, grounds keepers that ensures an exceptional standard of ice quality, safety, cleanliness, and technical operation while adhering to approved budget parameters.

What to be excited for in this role

Daily Operation and Facility Systems & Maintenance

- Overall responsibility for the daily operation and maintenance of the facility and all systems, including HVAC, sound, lighting, ice making, fire protection, safety, scoreboard, communication etc., including:
 - Establish and oversee maintenance of proper building standards and best practices with dedication to continuous improvement and a focus on preventative maintenance.
 - Responsible for benchmark tracking and reporting of work order completion.
 - Ensure building and grounds maintenance and cleanliness are maintained on a proactive basis.
 - Planning for and executing both daily requirements and seasonal/annual maintenance projects.
 - Lead and assist staff in daily operation of facility as required, including ice resurfacing and maintenance, building maintenance and customer service.
 - Organizational Priorities. Preparation and periodic review of facility policies and procedures, ensuring consistency with strategic objectives of Bell MTS Iceplex and True North.
 - Develop and grow relationships with venue suppliers.

Health & Safety

- Responsible for the development and upkeep of Health & Safety regulations, including but not limited to safe work procedures, hazard assessments, facility emergency plans and PP&E requirements.
- Responsible for workplace inspections, conducting safety information sessions and incident investigations.
- Responsible for the development of a tracking system to monitor and follow-up on health and safety issues.
- The Operations Manager will sit as the Chair of the Workplace Health & Safety Committee.

Lead and Mentor Operations Team

- Responsible for the recruitment, training, scheduling and management of all operations staff, quality of ice, cleanliness of facility. In addition, provide and/or supervise development of departmental processes and standards in the areas of training, health and safety, procurement, etc.).
- Conduct bi-weekly Operations staff meetings for all full-time staff and include part-time operators on a regular basis.
- Mentorship of Operations Supervisor and fulltime Building Engineers

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Programming Support

- Assist programming staff with responsive service, providing excellent customer service and responding to requests, including setup and technical requirements for events are executed per specifications.
- Responsible for ensuring that the assembly and disassembly of the facility are properly executed as dictated by programs and events.

Financial Management

- **Managing & Reporting.** Develop and maintain controls and reporting concerning operating and financial results related to venue operations – primarily for General Manager and accounting.
- **Operating Budget.** Assist in development in overall Bell MTS Iceplex budget, leading in the areas of building operation, housekeeping, security, safety and maintenance.
- **Asset Management.** Responsible for maintaining accurate inventory of equipment, furniture, supplies and management of lifecycle budgets.
- **Capital Budget.** Participate in development and prioritization of capital requirement of the Bell MTS Iceplex.

What we need from you

- Minimum 5 years previous experience in recreation supervisory role and/or related-venue facility management.
- Class 4 Power Engineer Operator Certificate or greater. Handyman skills in carpentry, plumbing and electrical an asset.
- Strong verbal/written communication and interpersonal skills in dealing with the public, athletes, hockey associations, sponsors, staff, patrons.
- Able to work independently.
- Excellent problem solving and organizational skills, with a personal hands-on approach.
- Able to work flexible hours, including ability to work evenings and weekends as required.
- Able to work in an environment with multiple and competing demands, while maintaining a professional and courteous demeanor.
- A team player, working with colleagues sharing a common goal of providing a Superior Patron Experience.

Due to the nature of the sports and entertainment industry where indoor public assembly takes place, it is True North's expectation that all employees must be fully vaccinated for COVID-19 in a manner approved by Health Canada. Providing confirmation of full vaccine status is a condition of employment unless a request for accommodation in accordance with The Human Rights Code (Manitoba) has been received and approved by True North. Reasonable documentation supporting any request for accommodation will be required.

*To apply for this position please email your **resume and cover letter including salary expectations** (in PDF format as one document) to hr@tnse.com. Please include **Operations Manager, Bell MTS Iceplex** in the subject line.*

Closing date: January 23, 2022

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We thank all that apply, however, only those selected for an interview will be contacted. No phone calls please.