

## FACILITY SCHEDULER

RECRUITMENT 2026-COMM-02

The Town of Smiths Falls is a vibrant, progressive single-tier municipality with a population of 10,000. One of Eastern Ontario's most scenic communities, we are centrally located within an hour of Ottawa, Kingston, Brockville and the US Border. The Town provides high quality and affordable life for its residents and is nestled in between prime water frontage along the Rideau Canal – a UNESCO World Heritage site and has many beautiful heritage buildings and recreational facilities.

The Town of Smiths Falls is seeking an organized, highly motivated and customer-focused candidate to fill the vacant - revised position of ***Ice Scheduler***. The successful candidate will be responsible for the front-line administration, coordination and promotion of municipal facility bookings including the arenas, fields, halls, and event assets.

### **Key Duties and Responsibilities:**

- Manage scheduling of ice, field, hall and event asset bookings using the Town's recreation management software.
- Act as the primary administrative liaison for user groups including coordination of user group contracts, permits, and invoices.
- Develop and maintain seasonal ice and asset allocation plans in alignment with Council-approved policies and internal direction.
- Design and deliver community programs and events to enhance facility utilization.
- Coordinate logistics for events and ensure effective communication between facility operations staff and program participants.

### **Skills and Qualifications:**

- Post-secondary education in Recreation and Leisure Services, Sport Management, Business Administration, Marketing, or a related field.
- 2-3 years of experience in facility scheduling, recreation program delivery, or sales/marketing.
- Strong understanding of recreation management software.
- Excellent organizational, communication, and customer service skills.
- Proficiency with Microsoft Office Suite; experience with digital media considered an asset.

**Position Type:** Full-time, Permanent

**Hours of Work:** 35 hours per week (Monday to Friday; 8:00 a.m. to 4:00 p.m.)

**Location:** Onsite, Smiths Falls Memorial Community Centre

### **What we Offer:**

**Wages:** Hourly Rate - Band E (\$28.52-\$33.12)

**Benefits:** A comprehensive benefit package, wellness plan, employee assistance program and enrolment into the Ontario Municipal Employers Retirement System (OMERS).

### **How to Apply:**

Qualified applicants are invited to submit their resume and cover letter quoting recruitment number 2026-COMM-02 by **Wednesday February 11, 2026 at 4:00 p.m.**, to

Nadine Bennett, Human Resources Advisor, Town of Smiths Falls, P.O. Box 695, 77 Beckwith Street North, Smiths Falls, Ontario, K7A 4T6 or via email at [careers@smithsfalls.ca](mailto:careers@smithsfalls.ca)

It is preferred that emailed applications be submitted in one file preferable in MSWord or Adobe format.

*The Town of Smiths Falls is an equal opportunity employer, committed to ensuring all candidates are able to participate in the interview process fully and equally. If contacted for employment, please let us know if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process. We thank all applicants for their interest and only those selected for an interview will be contacted.*

*Personal information collected from applications is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, and will be used to determine qualifications for employment. Questions about the collection of information should be directed to the Clerk at the address indicated above.*



<b>POSITION:</b>	Facility Scheduler (Front-Line)
<b>DEPARTMENT:</b>	Community Services
<b>EMPLOYEE GROUP:</b>	Non-Union
<b>PAY GRID:</b>	Band E
<b>SUPERVISOR:</b>	Director of Community Services
<b>REVISION DATE:</b>	December 2025

**POSITION SUMMARY AND SCOPE:** The Facility Scheduler (Front-Line) is responsible for the front-line administration, coordination, promotion, and optimization of facility bookings for the Town's arenas, fields, halls, and event assets. This position supports the equitable and efficient allocation of municipal recreation assets, maximizes utilization, and supports marketing and programming initiatives to increase revenue and community engagement.

The front-line administrative position works in close collaboration with other front-line administrative staff, including the Community Services Administrator, to ensure continuity of service and operational coverage during absences, peak periods, or high-volume times. This role does not exercise independent authority over pricing, policy interpretation, or contractual approvals, but administers established processes and brings forward recommendations and issues for review.

### **DUTIES AND RESPONSIBILITIES:**

#### *Facility Scheduling & Administration*

- Manage daily, weekly, and seasonal scheduling of ice, field, hall, and event asset bookings using the Town's recreation management software.
- Coordinate user group contracts, permits, and invoices, ensuring documentation is complete and submitted in accordance with established procedures.
- Develop and maintain seasonal ice and asset allocation plans in alignment with Council-approved policies and internal direction.
- Track facility usage statistics and prepare regular reports on utilization, cancellations, and revenue trends.
- Act as the primary administrative liaison for user groups, schools, leagues, and the general public regarding facility availability and bookings.

#### *Sales, Promotion & Engagement*

- Support the establishment of annual sales and utilization targets and monitor performance.
- Develop and implement marketing initiatives to promote available ice time, facility amenities, and special event opportunities.
- Build and maintain strong working relationships with local organizations, sports associations, and businesses to support rentals and sponsorships.

- Create promotional materials and content in collaboration with the Communications team.

*Program & Event Support*

- Design and deliver community programs and events (e.g., public skates, birthday parties, tournaments, special events) to enhance facility utilization.
- Identify and pilot new programming opportunities aligned with community interests and market trends.
- Coordinate logistics for events and ensure effective communication between facility operations staff and program participants.

*Financial & Performance Tracking*

- Assist with budget development and revenue forecasting for facility rentals and programming.
- Track sales and utilization performance and provide monthly updates.
- Develop and bring forward recommendations on pricing strategies, discounts, and incentive programs for review and approval.

*Customer Service & Collaboration*

- Provide professional, timely, and inclusive service to all facility users.
- Work closely with arena operators, custodial staff, and administrative staff to support smooth facility operations.
- Resolve scheduling conflicts or user concerns within established policies and refer complex issues for escalation.

*Collaboration and Coverage*

- Participate in cross-training and provide operational backup coverage for other front-line administrative functions, including those of the Community Services Administrator, as required.

**EDUCATIONAL REQUIREMENTS AND EXPERIENCE:**

- Post-secondary education in Recreation and Leisure Services, Sport Management, Business Administration, Marketing, or a related field.
- 2–3 years of experience in facility scheduling, recreation program delivery, or sales/marketing in a municipal or sport facility environment.
- Strong understanding of recreation management software.
- Excellent organizational, communication, and customer service skills.
- Proficiency with Microsoft Office Suite; experience with digital media considered an asset.
- Working knowledge of municipal policies, AODA, and facility operations is an asset.

**OTHER REQUIREMENTS:**

- Ontario Driver Record required.
- Satisfactory Police Record Check.

**WORKING CONDITIONS:**

- 35 hours per week
- Evening and weekend hours may be required to support events and programming.
- Office setting within a recreation facility environment.

**SAFETY:**

All employees must follow the Town's Health and Safety Policy and comply with the Occupational Health and Safety Act.

**WORKING RELATIONSHIPS:**

<b>INTERNAL</b>	Department Heads, Support Staff
<b>EXTERNAL</b>	General Public, Stakeholders and Community Groups