

# JOB DESCRIPTION



## WHO WE ARE?

The future is bright for tennis in Canada, and you will be right in the middle of it all at Tennis Canada! A national sport organization with a mission to lead the growth of tennis in Canada and a vision to become a world-leading tennis nation, Tennis Canada seeks to help grow participation across the country and help develop champions on the international stage. Tennis Canada also owns and operates the world-class National Bank Open presented by Rogers tournaments in Toronto and Montreal, two of the best-run sporting events on the planet which annually bring the globe's best tennis players to Canada and continue to break attendance records year on year. In recent times, Canadian tennis has enjoyed many historic achievements, including a first Grand Slam singles title at the 2019 US Open as well as a first appearance in the Davis Cup final in Madrid and increased participation and interest in the sport. Join us as we look to build on this exciting momentum and continue to produce incredible results. We are a team of innovators, who are passionate about our work and pursue excellence together everyday.

## WHAT ARE WE LOOKING FOR?

### *Manager, Facilities Development*

Reporting to the Senior Director, Facilities Development, the Manager of Facilities Development will assist the Senior Director to drive new and approved facility development projects to completion. The Manager will be astute at building project plans in collaboration with all key stakeholders to ensure projects deliver against key priorities of Tennis Canada and its Provincial Tennis Association partners.

The Manager will also be required to execute against Tennis Canada strategies and programs that focus on maintaining or improving existing tennis facility infrastructure at the local and provincial levels.

### Key responsibilities:

#### PROJECT MANAGEMENT

- Manages complex capital projects, ensuring satisfactory and timely delivery of outcomes.
- Manages the national program for the development of year-round tennis facilities.
- Analyzes all work required to accomplish assigned projects, determining schedules, timelines, critical paths, risks and the work breakdown structure.
- Ensures project success in relation to scope, partner agreements and cost.
- Analyzes and communicates project risks.
- Manages and ensures follow-up with adverse events and schedule delays.
- Prepares and maintains formal records of all project documentation, including meeting agendas and minutes, scope documents, diagrams, work schedules, Gantt charts, critical path worksheets, budget plans, communications plans, change documents, evaluation reports, etc.

#### STAKEHOLDER ENGAGEMENT, OUTREACH AND NETWORKING

- Develops and maintains strong partnerships and relationships with key municipalities, sponsors, operators, and tennis clubs.
- Manages outreach and presentations to key municipal partners and project stakeholders to provide project updates.
- Networks and presents partnership opportunities to municipal leaders.
- Networks with other tennis associations and sport facility developers to keep apprised of community issues/needs.

TENNIS CANADA IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO DIVERSITY AND INCLUSION



EXCELLENCE



PASSION



INTÉGRITÉ  
INTEGRITY



TRAVAIL D'ÉQUIPE  
TEAM WORK



RESPONSABILISATION  
ACCOUNTABILITY



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- Develops communication processes and procedures through consultation with counterparts and stakeholders to manage projects and resolve issues, to consult on repairs, replacements, and building infrastructure changes before making decisions that affect the project.
- Prepares and presents presentations on Tennis Canada's covered courts strategy and programs to key stakeholders and potential partners.

## MONITORING & EVALUATION

- Measures and analyzes metrics within the department. Assists with digital tracking of projects and prepares project status reports.

## PLANNING & INNOVATION

- Researches and implements best practice initiatives and develops proposals for revenue generating opportunities designed to enhance program delivery.
- Research best practices in sport and recreation facility construction and operations and develops recommendations for program and resource revisions.
- Works with tennis facility operators to support the creation of operational and educational resources to better meet the requirements of the future facilities.

## RESOURCE MANAGEMENT

- Prepares and manages budgets for project components, authorizes expenditures within assigned limits and performs budget variance analyses, provides monthly budget reviews for appropriate utilization of funds, and ensures financial stewardship of project resources (plan, monitor, control).
- Recommends partnership agreements/contracts and may participate in the negotiation of contracts within defined parameters, in keeping with procurement and signing authority requirements.
- Allocates resources and manages their utilization within a diverse operating environment.

## PROBLEM SOLVING & DECISION-MAKING

- Develops solutions collaboratively with government and corporate partners, considering financial and organizational impact for all parties.
- Collaborates with peers in other national and provincial tennis training centers, clubs and provincial tennis associations to resolve problems and influences broader organizational-wide decisions.
- Exercises critical thinking for possible solutions to complex issues, evaluating alternative courses of action and their impact on the organization, and recommending best possible courses of action.
- Exercises judgement on complex project delivery issues across a diverse environment of stakeholders.
- Develops recommendations and possible solutions to issues related to strategies and programs, evaluating alternative courses of action and their organizational impact.
- Investigates and recommends solutions and opportunities regarding escalated issues by gathering information, identifying root causes and resolving or recommending an action plan.

## WHO YOU ARE?

- University degree or equivalent combination of education and experience in a related field (recreation facility planning, urban planning, project management, facility management and/or construction).
- Minimum of seven to ten (7-10) years' experience in facility development or a related field managing similar projects in a multi-stakeholder context.

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- Experience and knowledge of municipal, sport and/or recreation organizations, and not-for-profit structures.
- Excellent interpersonal and influencing skills with the ability to build and maintain partnerships and generate consensus and forward momentum.
- Innovative critical thinking skills with the ability to analyze and problem solve.
- Excellent planning skills.
- Knowledge of RFQ and RFP processes.
- Additional qualifications that would be considered strong assets:
  - Bilingual (English and French)
  - Proficient with Microsoft Project software or similar tools
  - PMP certified
  - Experience in P3 Procurement processes.

## WHAT'S IN IT FOR YOU?

- Join the team that's helping to make Canadian tennis history
- Be part of an innovative, vibrant, and passionate team
- Join the organization that sets the standard and always strives for excellence
- Benefit from a generous organisation that truly cares about its employees.

## INTERESTED?

Send us your resume at: [resumes@tenniscanada.com](mailto:resumes@tenniscanada.com)

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