Position Profile: Community Centre Director

Organization: The SideWalk Community Centre / All Saints (sidewalkcentre.ca)

Location: 400 Northfield Dr West, Waterloo, Ontario

Position Type: Full-Time (40 hours/week)

Target Compensation: 55 000 - 65 000 per annum (commensurate with experience)

Operational Allocation: 80% SideWalk Community Centre / 20% Parish Operations

Role Summary

The SideWalk Centre Director serves as the operational anchor and strategic catalyst for the SideWalk Community Centre. Operating in an 80/20 collaborative model between the community facility and parish operations, this multi-faceted role oversees daily rental logistics, property management, and technical building systems, while simultaneously cultivating community partnerships, driving program innovation, securing grants, and project-managing signature fundraising events.

Key Responsibilities & Pillars of Accountability

1. Rental Operations and Tenant Relations

- **Rental Client Liaison:** Serve as the primary point of contact for prospective and recurring user groups, managing inquiries, contract execution, booking calendars, and client communication with administrative support.
- **Event Logistics & Room Turnovers:** Coordinate occasional setups, teardowns, and room transitions across the Gym, Laurel Room, Sanctuary, and meeting spaces to ensure seamless client handoffs.
- **Audio/Visual & Tech Systems Oversight:** Develop deep operational fluency with facility screens, sound boards, live-streaming setups, and technical gear; clearly establish and communicate what equipment is provided in-house versus what renters must supply independently.
- **Record Keeping Leadership:** Establish a record system to maintain and report on room usage and rental income data. Provide guidance for office staff and take accountability for accuracy and consistency of the data.

2. Property Care, Custodial Management & Safety

- **Custodial Supervision:** Directly supervise cleaning staff, establishing cleaning routines, inspecting facility turnover standards, and managing performance.
- **Health, Safety & Compliance:** Ensure facility-wide adherence to municipal building codes, fire regulations, accessibility standards, and occupational health and safety protocols.
- **Property Team Collaboration:** Lead the volunteer-staffed Property Team to coordinate building maintenance; evaluate deferred maintenance needs, liaise with trades/contractors, and provide operational leadership to facility projects.

3. Community Partnerships & Program Incubation

- **Community Development:** Cultivate strategic relationships with local Waterloo service providers, non-profits, school boards, and cultural associations.
- **Non-Profit & Mission Support:** Provide operational backing and liaison support for charitable initiatives utilizing the building, including local Food Distribution operations, community outreach programs, and partner agencies.
- **Program Incubation & Champion Recruitment:** Identify emerging community needs and build new recreational, wellness, or educational programs by recruiting, onboarding, and mentoring volunteer "program champions."

4. Revenue Generation, Fundraising & Marketing

- **Signature Fundraising Projects:** Act as Project Manager for at least one major annual fundraising event (e.g., the annual Charity Golf Tournament), orchestrating event logistics, recruiting participants, and driving corporate sponsorships.
- **Grant Sourcing & Writing:** Research, prepare, and submit grant applications to municipal, provincial, foundation, and corporate granting bodies to fund community programs and capital accessibility upgrades with oversight and assistance from the lead pastor.
- **Media, Marketing & Visibility:** Lead digital marketing, website updates, social media outreach, signage, and promotional collateral to raise the profile of the SideWalk Centre and boost facility bookings.

Qualifications & Core Competencies

- **Experience:** 3-5+ years in community centre administration, venue management, non-profit operations, hospitality/event management or community development.
- Through a combination of experience and transferable skills the following is required:
    - Highly organized and adaptable – Must be a **self-starter** and capable of managing varied work streams (from routine maintenance oversight to long-range community development).
    - High emotional intelligence and diplomatic communication skills, capable of bridging commercial renters, grassroots non-profits, volunteers, paid employees, and faith community members.
    - Fundraising and Grants: Project Management skills necessary for grant proposals, large-scale fundraising or sponsorship-driven community events
    - Ability to learn to operate and troubleshoot audio visual equipment
    - Computer and arithmetic skills sufficient to establish a database of rental data and reporting system
    - Social media marketing and website maintenance skills for promoting SideWalk
    - Supervision of employees: guiding the work, ensuring their training and safety, and supporting as required

Working Conditions

- Standard 40-hour work week, primarily daytime hours, with occasional evening or weekend availability required to support major events, council updates, or community meetings.
- On-site role based in Waterloo, Ontario.