

RECREATION SERVICES MANAGER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, plans, organizes, manages, supervises, and coordinates the overall operations and facilities related to Senior and community programs, aquatics, community centers, sports programs and recreation education; and to perform other duties as assigned.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Manage and supervise enterprise activities, facilities, and program personnel.
2. Coordinate and implement organized senior and recreation operations, community center operations, leisure classes, and sports programs by assessing program needs, ascertaining fees and coordinating schedules of staff and facilities.
3. Maintain and control facility use by coordination of activity and program schedules. Resolve conflicts and maximize use of facilities by meeting with citizen groups and organizations.
4. Resolve administrative concerns by applying appropriate policies and procedures. Establish customer service standards and ensure they are met.
5. Coordinate expenditures and revenues through preparation and monitoring of programs and facility budget.
6. Maintain a detailed records system by collecting, assembling and analyzing data, and preparing periodic reports.
7. Maintain recreation facilities and equipment through implementation and supervision of a formal facility/equipment maintenance system.
8. Develop competent and productive staff by planning, organizing, and implementing a consistent employee training program.
9. Prepare grant requests, monitor grant-funded programs and budgets, and prepare all necessary reporting documentation.
10. Prepare and administer Division budgets.
11. Recruit, select, supervise, train and evaluate staff and volunteers.

12. Develop contracts for implementing program objectives.
13. Maximize public awareness of the Senior and community programs, athletic programs, aquatics, community center, community parks and recreation education classes by planning and implementing a comprehensive marketing and promotional program.
14. Develop and implement strategies designed to enhance revenue generation.
15. Meet with public groups, clubs, organizations and agencies to explain and promote recreational activities and programs.
16. Represent the Division and/or City on community-wide task forces and committees; provide professional advice and input.
17. Establish and maintain effective work relationships with those contacted during the course of work.
18. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic operations, services and activities of recreation programs.
- Principles of supervision, training and performance evaluation.
- Principles and practices of recreation program development and implementation.
- Basic procedures, methods and techniques of budget preparation and control.
- Marketing theories, principles and practices and their application to recreation activities and facilities.
- Modern office equipment including computers.
- Basic principles of municipal budget preparation and control.
- Methods and techniques of special events planning and coordination.
- Principles and practices of coordinating, maintaining and scheduling facilities.
- Program content for specialized community activities.
- Techniques used in public relations and customer service practices.
- Rules and equipment used in recreation programs.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Basic principles and practices of fiscal, statistical, and administrative research and report preparation.
- Appropriate safety precautions and procedures within the area of assignment.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Coordinate and direct assigned recreation programs suited to the community.
- Develop and implement goals and objectives for providing recreation services.
- Elicit community and organizational support for recreation programs.
- Interpret and explain City policies and procedures.
- Allocate limited resources in a cost-effective manner.
- Plan, organize, coordinate, promote and direct the development of recreation programs, activities, and events.
- Recruit, select, train, and evaluate a variety of personnel and volunteers.
- Understand community needs in recreational areas and evaluate activities according to those needs.
- Respond to requests and inquiries from the general public.
- Prepare and administer assigned program budgets.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Maintain program related records, statistics, and documents.
- Prepare clear and concise schedules and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in Recreation administration, business or public administration, or a related field.

Experience:

Five years of full-time administrative experience in recreation supervision, facility management, or a closely related field.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of valid CPR and First Aid certificates.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in a standard office environment and at indoor and outdoor recreational facilities with travel to different locations; incumbents may be exposed to inclement weather conditions and may have some contact with chemical agents used in pool maintenance; work and/or walk on various types of surfaces including slippery or uneven surfaces; extensive public contact; incumbents may be required to work extended hours including evenings and weekends.

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Physical: Primary functions require sufficient physical ability and mobility to work in an office and recreation facility setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of transportation; and to verbally communicate to exchange information.

FLSA: Exempt

Created: June 1997

Revised: September 2013

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.