FLSA: Exempt*

Recreation Manager

SUMMARY

The Recreation Manager, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and office support work related to all recreation programs, municipal golf course and activities of the Community Services Division; administers current and long-range planning activities; manages the Town's facility rentals and oversees the efficient use of those facilities; provides highly complex and responsible support in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Community Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over supervisory, professional, technical, and clerical staff.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities* ***may*** *include, but are not limited to, the following:*

- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the Community Services Division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Plans, manages, and oversees the daily functions, operations, and activities of the Community Services Division, including multiple comprehensive recreation programs, such as youth programs, aquatics, youth sports, adult sports, summer programs, after-school programs, special interest classes, centralized registration for classes and events, and special events; oversees operations of recreation and sports facilities, including athletic fields, park lands, swimming pool, recreation centers, golf course, and community centers.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of recreation programs and facilities operations and maintenance; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director of Community Services.
- Manages and coordinates the work plan for the assigned division; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures.

- Participates in the selection, trains, motivates, and evaluates assigned personnel, including first aid and CPR polices, procedures, and methods; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Prioritizes and allocates available resources; reviews and evaluates service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Develops and reviews staff reports related to recreation and facilities maintenance activities and services; presents reports to the Town Council and other commissions, committees, and boards; performs a variety of public relations and outreach work related to recreation activities.
- Manages and participates in the development and administration of the Community Services Division budget; oversees the budget for the division.
- Provides highly complex staff assistance to the Director of Community Services; prepares and presents staff reports and other necessary correspondence.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to recreation and facilities operations and maintenance programs, policies, and procedures, as appropriate.
- Implements adopted division plans, policies, and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of recreation; researches emerging products and enhancements and their applicability to Town needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management classification that manages Town recreation and facilities activities, including multiple comprehensive recreation programs, such as youth programs, aquatics, youth sports, adult sports, summer programs, arts and crafts, special interest classes, facility rentals, and special events. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director of Community Services in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work. This class is distinguished from the Director of Community Services in that the latter has overall responsibility for all operations and functions of the Department and for developing, implementing, and interpreting public policy.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in recreation, physical education, business or public administration, or a related field, and five (5) years of experience in community services and recreational programs, including two (2) years of supervisory experience.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, local laws, codes, and regulations related to the development, implementation, and administration of recreation programs, as well as facilities operations and maintenance.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the recreation and facilities operations and maintenance.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on time, and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with Town policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Effectively represent the division and the Town in meetings with governmental agencies, community groups, various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*