

## **RECREATION FACILITY MANAGER**

### **General Statement of Duties**

The purpose of this position is to supervise and direct operations ensuring recreation opportunities and to create tourism through athletic tournaments and other large events. The manager will ensure compliance with all applicable policies, procedures, regulations and standards of quality to meet the vision set forth by the Parks and Recreation Department.

This position will involve working some evenings and weekends as well as some travel to recruit events and market the facility. This position works independently, under the general supervision of the Recreation Superintendent.

### **Distinguishing Features of the Class**

Employees in this class perform a variety of administrative and facility specific duties. Work requires that the employee coordinates Recreation staff, partner agencies and external customers to plan activities such as programs, events, leagues and seminars. This employee must regularly demonstrate skills in customer experience, record keeping, information processing, journey level negotiation skills, understanding of municipal finance laws, staff scheduling, staff supervision, business proficiency and a variety of other office assignments. The individual must be able to conduct duties with tact, respect and discretion in all internal and external matters. Precedent setting situations are referred to higher level supervisors. Guides used for work may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. All produced results must comply within the vision set forth for the facility by the Department Director. Work is evaluated through event recruitment, financial records, customer feedback, observation, conferences and the quality and effectiveness of work completed.

### **Illustrative Examples of Work**

Oversees the daily operations of a large sports complex with the responsibility of marketing, selling, and servicing of sports tourism events, logistical support of adult and youth local league sports, programs and special events.

Oversees the scheduling and operations of indoor concessions with the responsibility of inventory management, stocking and pricing of menu items.

Supervises the work of the facility staff, including the following: instructing; assigning; reviewing; and planning work of others; maintaining standards; coordinating activities; allocating personnel; assisting with the selection of new employees; acting on employee problems; and making recommendations to the department Director on employee transfers, promotions, and discipline.

Negotiates agreements with Event Rights Holders, including developing bid

specifications and serving as point-of-contact throughout the event.

Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers training, advice and assistance as needed.

Plans and manages the budget related to the facility; reviews and approves invoices for payment. Assists in creating and implementing new revenue-producing programs.

Receives and reviews various records and reports including but not limited to: maintenance reports, incident and accident reports, financial reports, budget reports, timecards, invoices, Strategic Plan updates, Master Plan updates and performance appraisals.

Prepares a variety of documents including but not limited to; work requests, requisitions, monthly reports, performance appraisals, budgets, comparative analyses; various other records, reports, memos and correspondences.

Interacts and communicates with various groups and individuals such as the immediate supervisor, other department personnel, subordinates, board members, civic / community organizations, school groups, government agencies, contractors, consultants, volunteers, program participants, business leaders, news media and the general public.

Assists with running the day-to-day operations of the department.

Performs all other duties as may be assigned to meet organizational needs.

Drafts letters, memoranda, reports and other materials using past precedents as guides.

Organizes and promotes recreational classes and activities for the town; registers participants; observes and evaluates recreational programs & events.

Orders equipment; secures locations; orders and stocks supplies; provides related reports.

Assists with special events and related programs; recruits vendors; recruits and coordinates volunteers and external staff.

### **Knowledge, Skills, and Abilities**

Considerable knowledge of office practices and procedures. Knowledge of computer, fax, scanner, calculator, drafting instruments, camera and copier.

Considerable knowledge and ability to use correct grammar, vocabulary, and spelling.

Knowledge of the philosophy, principles, techniques of public recreation and administration.

General knowledge of various media & marketing techniques.

Working knowledge of arithmetic and its uses in general office work.

Ability to communicate effectively in person by telephone, and electronically.

Ability to gather and give basic information and instructions on departmental programs based on inquiries.

Ability to be tactful and courteous.

Ability to gather and compile materials from a variety of sources.

Knowledge of the types and uses of common hand tools, materials, and standard equipment used in general custodial, grounds, and/or construction maintenance.

Ability to understand and carry out specific oral and written instructions.

Ability to lead, direct, instruct and train subordinate workers and other support personnel.

Ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Ability to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Personally, demonstrates appropriate customer service skills.

Ability to enter data, key, or type at the speed required by the department.

Ability to use judgment in organizing and establishing formats.

Ability to record information and balance figures.

Ability to arrange and place records, reports and files into a proper sequence.

### **Physical Requirements**

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must be willing and able to perform manual tasks involving physical strength and endurance under variable weather conditions.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

### **Desirable Education and Experience**

An Associate's degree in Business or Recreation related field, with experience in a public recreation department; or an equivalent combination of training and experience.

**Special Requirements**

North Carolina class C driver license.

**Fair Labor Standards Act (FLSA) Status**

Non-exempt

2024