



Recreation and Community Services Manager

Class Specification

Revised 9/23

Class ID: 830

Unit: MGMT

Probation: 12 Months

FSLA: Exempt

DEFINITION

Under administrative direction, manages, supervises, assigns, reviews, and participates in the operations and activities of the Recreation and Community Services Department; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Recreation and Community Services Director. Exercises direct supervision over Recreation Supervisors with indirect supervision over other paraprofessional and administrative personnel.

DISTINGUISHING CHARACTERISTICS

This is a single position management class that reports to the Recreation and Community Services Director and performs managerial, professional, and administrative duties related to the broad function of recreation and community services including recreation and community service facilities. Work involves the exercise of independent judgment and decision making and an understanding of the City's management philosophy and long-range objectives for recreation and community services programs. This class advises and assists the Director on high level administrative matters pertaining to recreation and community services.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Plan, organize, direct, and evaluate the activities of the Recreation and Community Services Department.

Select, train, motivate, supervise, and evaluate department personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline.

Prepare, recommend, and manage the department budget, including forecasting funds needed for staffing, equipment, materials, and supplies, monitoring and approving expenditures, and implementing adjustments.

Manage the development of goals and objectives for programs; recommend and administer policies and procedures; interpret, explain, and apply various rules, policies, and procedures.

Identify opportunities for improving service delivery methods and procedures; recommend appropriate service and staffing levels.

Assist with the implementation of CIP projects related to recreation and community services; oversee community usage of parks, athletic playfields and facilities.

Establish educational and wellness programs; provide community/neighborhood outreach programs; oversee department volunteer programs.

Provide support for Department, City, and partner special events; provide staff support for commissions, advisory committees and special task forces.

Recommend courses of action to equitably meet community needs; promote customer service excellence; confer with City management and community groups regarding recreation, community services, and social service needs and interests.

Develop positive working relationships with community groups, professional organizations, government agencies, School District personnel, and social service organizations to coordinate and explore new programs and services for the community.

Research funding opportunities to aid in financing social, cultural and transportation programs and apply for grants.

Conduct studies, prepare reports, and make recommendations and presentations to the City Manager, City Council, other departments, and community-based organizations.

Respond to and resolve difficult and sensitive public inquiries and complaints as appropriate.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, service delivery, and activities of a comprehensive municipal recreation and community services program.
- Principles and practices of municipal budget preparation and administration.
- Principles and practices of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws and regulations applicable to facility operations, youth programs, and other department functions.
- Effective customer service and public relations practices.
- Principles and procedures of record keeping.
- Methods and techniques of business correspondence and technical report preparation.
- Current office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications.

Skill or Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex, technical, and professional recreation and community service programs.
- Respond to requests and inquiries from the general public and resolve department-related issues.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Plan, organize, assign, review, and evaluate the work of staff, train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Manage sensitive and confidential issues.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely

manner; organize own work, set priorities, and meet critical deadlines.

- Operate current office equipment including computers and software programs.
- Effectively represent the City in meetings, committees with staff, the public, and other agencies and groups.
- Demonstrate an awareness and appreciation of the diversity of the community; effectively and equitably respond to individuals seeking assistance or referral.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a Bachelor's degree from an accredited college or university with major course work in recreation, sociology, public administration, or a related field, and six (6) years of progressively responsible administrative experience including two (2) years of supervisory experience in recreation, community services, or a related field.

License and Certificate:

- Possession of a valid driver license and a satisfactory driving record throughout employment.
- Possession of valid CPR/AED/First Aid and other certifications that will assist in facility or program operations are desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreational equipment, including a computer, and to operate a motor vehicle to visit and work at various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must possess the physical stamina to lift and move tables and chairs and arrange facilities for community events and/or meetings. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds with the use of proper equipment.

May be required to work a varied schedule of hours, which may include early mornings, evenings, weekends, and holidays, at a variety of City facilities.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and may be exposed to hazardous physical substances. Employees may also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.