ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Recreation Facility
Job Code: 5095
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage the day-to-day operations and staff at an assigned recreation facility.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and Director, Parks and Recreations; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to Assistant Director, Parks and Recreation and Director, Parks and Recreation; and updates and maintains department standard operating procedure manuals.

Plans, coordinates, and manages diversified recreation and sports programs for assigned recreation facility: researches and develops programs, services, and activities; plans, schedules, and implements classes, leagues, events, and programs; oversees marketing activities, such as the creation, publication, and distribution of flyers, brochures, emails, social media content, etc.; contracts with vendors; acquires City permits, as needed; evaluates programs and makes needed changes and modifications; and manages programs in accordance with local, state and federal guidelines.

Manages and oversees facility and grounds use and maintenance: maintains master calendar; schedules facility rentals; prepares for scheduled events; conducts safety checks and inspections of facilities; prepares and submits work orders for maintenance and repair needs; and ensures compliance with local, state, and federal safety policies, procedures, rules, regulations, codes, and laws.

Develops and implements budget for assigned recreation facility: recommends budget allocations for staffing, equipment, facility improvements, programs, and other expenditures; maintains inventories of equipment and supplies; prepares and submits purchase orders; ; receives, processes, and documents program fees and payments; monitors revenues and expenditures to ensure compliance with approved budget; and performs related financial duties, such as overseeing daily deposits, managing contracts and agreements, assisting with bond referendum projects, procurement card processing, and researching, applying for, and implementing grants.

Coordinates and performs public relations for assigned recreation facility: participates in and represents the department to various committees, boards, and commissions; promotes activities and programs to civic groups, community organization, neighborhood associations, schools, or other individuals and groups; and prepares and makes presentations regarding programs, services, and activities.

Performs general customer service and administrative duties as required: receives and responds to inquiries, concerns, and complaints of citizens regarding facility programs, policies and/or personnel; creates and maintains program enrollments, updates, and reporting and manages related software and database programs; reviews, updates, and creates best practices guidelines; and develops, recommends, and presents departmental proposals to department management.

Communicates with supervisor, subordinates, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, checks, attendance records, timesheets, payment forms, credit card reports, program reports, contracts, agreements, policy and procedure proposals, facility calendar, employee performance appraisals, meeting agendas and minutes, budget and financial records and documentation and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; operates general office or other equipment as necessary; and operates audiovisual and sound equipment, sports equipment, maintenance equipment, kitchen appliances, scoreboards, or other equipment to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required, with vocational or technical training in recreation and sports programming, or a related field; supplemented by five years of experience in recreation and athletic programming, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, taste, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, temperature and noise extremes, electric currents, traffic hazards, bright/dim lights, animal/wildlife attacks, animal/human bites, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.