

Recreation Manager



DEPARTMENT: Administration
DIVISION: Recreation
SUPERVISOR: City Administrator
CLASSIFICATION: Exempt (not overtime eligible)
UNION: No
CONFIDENTIAL: Yes

POSITION SUMMARY

The Recreation Manager is responsible for program development and administration and the overall operation of the Recreation Division.

SUPERVISION RECEIVED

Works under the general supervision of the City Administrator.

SUPERVISION EXERCISED

Supervises full and part-time professional, supervisory, and field staff in Recreation programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

- Effectively supervises Recreation employees on a daily basis which includes scheduling and assigning work; mentoring, coaching, and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employees; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and recommending hiring and termination decisions.
- Oversees, coordinates, and supervises assigned staff in the development of a comprehensive community recreation program that aligns with community needs and interests. This includes assessing program finances and effectiveness, identifying opportunities for new or enhanced offerings, and ensuring programs are accessible, inclusive, and engaging for diverse populations.
- Manages program logistics, securing necessary resources, coordinating with instructors and community partners, and maintaining compliance with organizational policies and industry best practices.
- Evaluates staff performance, provides guidance and professional development opportunities, fostering a positive and collaborative work environment, and ensuring high-quality customer service and participant satisfaction.
- Manages and ensures that service strategies are developed, implemented, and meet the needs of a diverse community and programs for all ages and abilities.
- Oversees operations at assigned facilities, including facility scheduling, staff assignments, work schedules, and monitoring facility maintenance and safety, addressing operational issues, implementing policies and procedures for the Recreation Program and its facilities, coordinating with vendors and stakeholders, and ensuring a positive experience for patrons.
- Manages and supervises assigned operation areas to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates, and evaluates assigned staff; reviews progress and directs changes as needed.

- Provides leadership and direction in the development of short- and long-range plans; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates Recreation Division activities with other departments and agencies as needed for decision-making purposes.
- Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Determines work procedures and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operational areas.
- Assigns duties and reviews work for exactness, neatness, and conformance to policies and procedures; resolves concerns; performs or assists subordinates in performing duties.
- Promotes and markets the services, programs, activities, and events of the organization. Prepares a variety of brochures, calendars, news releases, flyers, and related communications regarding recreation programs. Assists in developing innovative marketing strategies and the most effective ways to promote recreation programs.
- Responds to public inquiries about recreation programs made by telephone, email, via social media, or during public meetings.
- Monitors employee activity and equipment operations to ensure safety practices; implements and maintains safe operating practices; assures compliance with proper safety procedures, rules, and regulations.
- Represents the City of St. Helens by responding to the public, citizens, its employees, and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor. Regards everyone, internal and external, as a customer and delivers the best service possible in a respectful and patient manner.
- Serves as a member of various City committees as assigned. May serve as staff liaison to support the activities and purposes of non-profit foundations and City Council-appointed commissions and boards.
- Works to create a high-performance work culture by demonstrating a positive attitude and modeling the City's mission, vision, and values. Conducts self with high integrity, proactive in conserving City resources, and seeks and incorporates customer feedback for ongoing performance improvement. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Maintains positive interpersonal relations; resolves work-related conflicts; fairly administers applicable labor contracts and City policies and codes. Provides coaching for performance improvement and development; determines merit increases; addresses performance deficiencies in accordance with personnel policies and labor contract provisions.
- Acts ethically and honestly; applies ethical standards of behavior to daily work activities and interactions. Works to build confidence in the City through own actions.
- Serves as a member of various City committees as assigned. Represents the division at meetings internally and externally as assigned.
- Performs other related duties as required/assigned and assists other staff in the performance of their duties as assigned.

- Arrives to work, meetings, and other work-related functions on time and maintains regular job attendance.
- Adheres to appropriate attire, grooming, and hygiene standards established for the position.
- Operates a motor vehicle safely and legally.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- a. Bachelor's degree in Recreation Administration, and five (5) or more years of experience in recreation programming which includes supervisory experience; or
- b. Any equivalent combination of relevant education and experience that provides the required knowledge and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- a. Knowledge of recreation philosophy, planning, and administration; and the equipment, facilities, operations, and techniques used in a comprehensive community recreation program; principles and practices of personnel management.
- b. Skill in utilizing a broad range of technology applications in document processing, spreadsheets, databases, presentation software; and displaying data in a variety of report formats; public speaking, problem solving, decision-making, mediating conflict and dealing effectively with potentially confrontational situations; effective written and oral skills to communicate programs, policies, and procedures to staff and the public; and operation of listed tools and equipment used.
- c. Ability to plan, coordinate, manage, and direct varied activities involved in a community recreation program; develop and monitor budgets, perform short and long-term planning, negotiate and develop contracts; communicate effectively, verbally and in writing; understand and carry out written and oral instructions; establish and maintain effective working relationships with employees, other agencies, participants, instructors, community leaders, and the public; plan and supervise the work of paid staff and volunteers; and use computers for data entry.

SPECIAL REQUIREMENTS

- Valid state driver's license.
- CPR/AED/First Aid certified (or ability to obtain within 2 weeks of hire date).

TOOLS AND EQUIPMENT USED

- Use of computer or laptop for use in word processing, spreadsheets, databases, and other related software.
- Copier/printer/fax machine; ten-key calculator; telephones.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

Physical activities frequently required by the work include light work, exert up to 20 pounds of force and occasionally lift/move up to 50 pounds; perform tasks that may require the incumbent to walk, lift, use manual dexterity, repetitive motions, and grasp with or without reasonable accommodations; express or exchange ideas by means of the spoken word; visual acuity necessary to perform an activity such as: preparing and analyzing data and figures; viewing a computer terminal; expansive reading.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to finger, handle, feel, or operate objects and tools or controls. The employee is occasionally required to sit, climb, or balance, stoop, kneel, crouch or crawl, and talk or hear.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE ACKNOWLEDGMENT

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I acknowledge that I have received a copy of the **Recreation Manager** job description. I understand that it is my responsibility to adhere to the Essential Duties and Responsibilities as outlined within this job description.

My signature below is evidence that I have reviewed and concurred that the above detailed job description appropriately describes the work of the position, including essential job functions, the minimum education and experience required of the position, and the physical demands of the position.

Signatures:

Recreation Manager

Date

Print Name: _____

City Administrator

Date