General Statement of Duties
Manages operational area(s) within the Recreation Division of the Department of Parks and Recreation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

Distinguishing Characteristics
There are two classes in the Recreation Management series (Recreation Manager and Recreation Director). The Recreation Manager is a first level management class. A Recreation Manager oversees city-wide programs within the division that are operated independently from recreation centers. A Recreation Manager position is operationally and/or functionally focused.

The Recreation Director is a mid-level management class. A Recreation Director manages the overall operations and service delivery for a multitude of recreation centers of varying size, city-wide recreation programs, and core program areas. A Director position is operationally and/or functionally focused as well as strategically focused.

Guidelines, Difficulty and Decision-Making Level
Guidelines are in the form of stated outcomes for the agency/division.

Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the work unit(s).

Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving.

Level of Supervision Received & Quality Review
Under supervisory direction, the employee is responsible for accomplishing the objectives of middle management. Employee makes decisions or recommendations regarding hiring decisions, performance ratings, merit increases, promotional opportunities, disciplinary actions, and/or resolution of grievances or complaints. Serves as a role model for the employees they supervise and resolves day-to-day problems as they arise. Work is reviewed for their leadership, bringing the team together, delegating, and the use of independent judgement and discretion.

Interpersonal Communication & Purpose
Communication at this level is primarily internally focused and involves establishing and maintaining effective working relationships with team(s), related work areas, and higher level managers. Provides guidance and interpretation of the organization’s policies, procedures, and standards. Provides information to higher level managers and elected and appointed officials.

Level of Supervision Exercised
Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

By position, matrix manages staff involved with projects or programs.
**Essential Duties**

Manages the development, operation and service delivery of multiple city-wide recreation programs including city-wide sports and outdoor recreation.

Contributes to the development and implementation of work plans based on the annual and strategic plans. Recommends and assists in the implementation of goals and objectives.

Communicates annual work plans to employees and ensures employees are focused on the work plan and achieving performance standards.

Monitors and directs daily operations to ensure policies and procedures are being followed. Ensures goals and objectives are met, services are being provided efficiently and effectively, and takes corrective action when needed.

Ensures staff and financial resources are utilized appropriately and shifts resources based on business needs within budget restraints.

Resolves operational and management issues, makes decisions that are inclusive of multiple perspectives and solves underlying problems.

Represents the work area(s)/division in meetings with elected and/or appointed officials and other city entities. Serves as a city representative on various committees. Fosters collaborative relationships that benefit the organization.

Creates and administers work group procedures and recommends and implements process improvements and policies for work group(s).

Establishes performance metrics for staff and work area(s). Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Resolves escalated employee and citizen complaints.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Participates in the development of budget recommendations for operating and capital expenditures.

Contributes to the development and implementation of work plans based on the annual and strategic plans. Recommends and assists in the implementation of goals and objectives.

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Resolves escalated employee and citizen complaints.
Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Participates in the development of budget recommendations for operating and capital expenditures.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

- **Decisiveness** - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
- **Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- **Influencing** - Collaborates with, persuades and influences others.
- **Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.
- **Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### Knowledge & Skills

None

### Education Requirement

Bachelor’s Degree in Recreation Management, Business Administration, Management or related field.

### Experience Requirement

Three (3) years of experience supervising recreation staff.

### Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

None

### Working Environment

Pressure due to multiple calls, inquiries, and conflicts.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Subject to long irregular hours.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Sitting:** remaining in the normal seated position.
- **Handling:** seizing, holding, grasping, or otherwise working with hand(s).
- **Talking:** expressing or exchanging ideas by means of spoken words.
- **Hearing:** perceiving the nature of sounds by the ear.
- **Repetitive motions:** making frequent movements with a part of the body.
- **Eye/hand/foot coordination:** performing work through using two or more.
- **Lifting:** raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

- Criminal Check
- Employment Verification
- Education Check

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

- **Pay Grade:** A-812
- **FLSA Code:** Y
- **Management Level:** 6
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:** 7/27/2020
- **Revised By:** Greg Thress
- **Class History:** Updated job title and distinguishing characteristics.