



City of Garland
Management Job Description

HR Use Only

Title	Recreation Services Manager	Job Code	118212
Reports to	Recreation Director	Range	267
Department	PRCAD	FLSA	Exempt
Date	October 20, 2011	Job Family	Administrator

Summary

Responsible for coordinating the management of all 6 Garland recreation centers and the Day Labor Center with emphasis on recreation programs, special events and services provided to the Garland community.

Number of Direct Reports (include titles): Recreation Service Coordinators, Recreation Center Supervisors

Number of Indirect Reports (include titles): Senior Recreation Services Specialist, Recreation Services Specialists, Service Attendant, Customer Service Associate and Customer Aide

Essential Duties and Responsibilities *include the following. Other duties may be assigned.*

- 1) Oversee operations at each of the 6 recreation centers.
- 2) Develop, coordinate and implement the objectives of the recreation centers including performance measures and service improvements.
- 3) Oversee annual operating budget; monitor and report revenues and expenditures to management.
- 4) Supervise the preparation of promotional materials and agenda items, such as marketing flyers and brochures, to promote each center and the programs offered to the community.
- 5) Serve on the City's Shelter Management team to respond to emergency situations.
- 6) **Enforce City ordinances and policies to maintain a clean and safe environment for patrons.**
- 7) Develop short and long range goals and plans of action for the recreation centers.

Minimum Qualifications

- ❖ Bachelors Degree
- ❖ 5 years experience in recreation services or related field
- ❖ 1 years leadership or supervisory experience

Or an equivalent combination of education and experience sufficient to successfully perform the essential functions of the job.

Preferred Qualifications

Education/ Experience:

- ❖ Bachelors Degree in Recreation Administration, Leisure Administration, Public Education or related field
- ❖ FEMA (Federal Emergency Management Agency) ICS (Incident Command System) courses taken preferred
- ❖ 5-7 years experience in recreation Parks and Recreation Management or related field
- ❖ 1-2 years leadership or supervisory experience in experience

Knowledge, Skills & Abilities:

- ❖ Extensive knowledge of recreation programming and activities
- ❖ Extensive knowledge of marketing methods and strategies
- ❖ Skill in computer operations and software including MS Office and registration/reservation applications
- ❖ Skill in preparing facility and program budgets including expense and revenue projections
- ❖ Ability to develop and achieve short-term and long-term goals for the facilities
- ❖ Ability to assess needs of recreation center service areas and plan appropriate programming

Licenses and Certifications

- ❖ Valid Class C Texas driver's license
- ❖ CPR, AED (Automated External Defibrillator) and First Aide Certifications
- ❖ City of Garland Defensive Driving Certification within 6 months of hire

Job Competencies

Models Organization Values	Demonstrates concern for and readiness to serve external and internal customers in a manner that consistently exhibits the City of Garland's mission and values; projects the City's mission and values in interactions with employees, citizens, and in carrying out responsibilities. Takes responsibility for own and subordinates' performance by setting clear goals and expectations that align with the City's vision and values; tracks, develops, recognizes and rewards performance that reflects Garland values and commitment to service.
Customer Focus/Results Focus	Builds customer confidence (internal and external customer) and is committed to increasing customer satisfaction; sets achievable customer expectations; assumes responsibility for solving customer problems; ensures commitments to customers are met, solicits opinions and ideas from customers, responds to customer requests consistently and in a timely manner
Communication	Communicates effectively both orally and in writing; expresses oneself clearly in conversations and interactions with others; expresses self clearly in business writing; creates accurate reports; plans and delivers oral and written communications effectively to intended audiences; shares information and ideas with others; demonstrates good listening skills.
Adaptability/Flexibility/Decision Making	Adapts to change, is open to new ideas, takes on new responsibilities; willingness to modify one's preferred way of doing things; functions effectively when under pressure; adjusts plans to meet changing needs and circumstances.
Managing Projects/Managing People	Focuses on the desired result of own or team's work; sets challenging goals, focuses effort on the goals to meet or exceed them; prioritizes tasks and overcomes obstacles; accepts accountability for project by establishing project goals, milestones, procedures and defines roles and responsibilities; sets team standards and objectives ; acquires project resources and monitors progress; provides leadership/motivation.

Physical Requirements / Work Environment

The work environment and physical demands 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.

The incumbent works indoors in a typical office setting. Occasional outside work is required for special events and activities. The position generally works eight hours per day, Monday through Friday, but also works occasional weekends and nights.