



POSITION TITLE: Recreation Center Manager
CLASS: Full Time Year Round
PAY TYPE: Exempt Salary
PAY RANGE: \$47,500-\$70,000/year
REPORTS TO: Director of Parks, Recreation and Golf

GENERAL STATEMENT OF DUTIES: Responsible for the tactical day to day management, maintenance, and operation of the Grand Park Community Recreation Center ("recreation center") and facility personnel. The ideal candidate will have a strong recreation background, and be focused on superior guest service, process improvement, and creating and maintaining a positive environment.

ESSENTIAL JOB FUNCTIONS: The following examples are meant to be illustrative only and are not intended to be all inclusive. The FVMRD reserves the right to modify or change duties or essential functions of this position.

- ☐ Develop and monitor the recreation center annual budget including guest services, aquatics, fitness/gymnastics, and facility maintenance operations at the recreation center. Identify potential capital projects for the recreation center. Assure effective and efficient use of budgeted funds.
- ☐ Oversee daily operations of the facility; supervise, plan, organize, coordinate and evaluate work activities of all departments and employees within the rec center.
- ☐ Track daily, weekly, monthly and yearly attendance and membership figures to identify trends; analyze impact of marketing promotions to trends; utilize information to increase profits and control costs.
- ☐ Accurately reconcile daily sales receipts and oversee cash flow procedures and payroll for the facility.
- ☐ Work with the Director of Parks, Recreation & Golf on short and long term planning for the recreation center.
- ☐ Coordinate all recreation programs within the facility including fitness, gymnastics, climbing, aquatics and special events.
- ☐ Work with Recreation Center Supervisors to evaluate all programs to improve efficiencies, and processes and create new innovative quality programming for the recreation center.
- ☐ Train, supervise and evaluate work performance of the Guest Services, Fitness and Aquatics Supervisors.
- ☐ Supervise training of employees; ensure proper safety, emergency preparedness, technical, and customer service standards.
- ☐ Review and inspect facility, programs and operations for safety hazards and other potential problems.
- ☐ Work closely with the Facilities Maintenance Manager to ensure all recreation center maintenance needs are being met.
- ☐ Develop and implement recreation center policies and procedures; rules and regulations in regard to patron use, fees, customer service, safety, risk management, and compliance.
- ☐ Study and standardize procedures to improve efficiency and effectiveness of operations
- ☐ Oversee the Manager on Duty schedule and ensure adequate coverage.
- ☐ Act as Manager on Duty and work scheduled and non-scheduled overtime, including evenings, weekends and holidays as necessary.
- ☐ Investigate and handle customer service complaints and public relations related matters to ensure maximum customer service results.
- ☐ Coordinate and facilitate recreation center contracts and subcontracts including partnerships and corporate sponsorship programs.
- ☐ Work with the Marketing and Programming Manager to effectively market the recreation center, including promotional events, public and media relations and developing pricing strategies for new programs.
- ☐ Manage and update recreation center related information on District website
- ☐ Build teamwork and resolve employee grievances. Provide professional advice and mentorship to staff. Deal appropriately with confrontational situations.
- ☐ Attend monthly Board of Director Meetings.
- ☐ Perform other related duties and assignments as needed.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:

- ☐ Knowledge of windows based computer operating systems, including MS office.

- ☐ Knowledge of RecTrac software preferred and/or ability to acquire RecTrac software *expertise*.
- ☐ Knowledge of principles and practices of recreation programs.
- ☐ Knowledge of safety policies, procedures, and practices.
- ☐ Knowledge of budgets and financial reports.
- ☐ Knowledge of Special Districts a plus.
- ☐ Ability to establish and maintain an effective working relationship with the general public, board members, staff, officials, instructors, parents, suppliers and vendors.
- ☐ Ability to communicate clearly and concisely, both orally and in writing.
- ☐ Basic understanding of human resource relations.
- ☐ Criminal background check authorization.

EDUCATION, TRAINING, AND EXPERIENCE:

- ☐ Bachelor Degree in business, recreation or related field.
- ☐ Certified Pool Operator or Aquatics Facility Operator Certificate preferred but not required.
- ☐ Three to five years experience in recreation management/administration or related field.
- ☐ Must possess, or be able to obtain, CRP, First-Aid, AED certifications.

PHYSICAL DEMANDS:

- ☐ While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.
- ☐ The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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.

- ☐ While performing the duties of this job, the employee occasionally works near moving mechanical parts, and pool mechanical systems. The employee may be occasionally exposed to wet and dry conditions, fumes, toxic or caustic chemicals.
- ☐ The noise level in the work environment is usually quiet while in the office, or moderate to loud when in the facility

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