

Job Class Code: 5380	FLSA Status: Exempt
Pay Basis: Annual	EEO Category: 2

GENERAL DESCRIPTION

The purpose of this job classification (class) is to provide oversight and management of community centers, work order center and warehouse operations. The community centers provide recreational programs, community and civic resources, meeting rooms, open access to recreational and leisure amenities and facility rentals; childcare programs, which may include before and after school care and summer childcare at city-wide locations; and instructional classes for youth and adults. The work order center coordinates facility maintenance and housekeeping service requests for some sectors of the City and the warehouse operations maintain storage and supply ordering for multiple City departments. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings. This position reports to the Recreation Superintendent.

TYPICAL TASKS

- Manages and administers various recreational programs, work order center, warehouse, and oversees community centers to include completing required reports, marketing, budgeting, purchasing, and financial transactions to include revenue collection, and grant submittals.
- Supervises staff to include staff organization, development, training, performance evaluations, employee relations, counselling, discipline, prioritizing and assigning work and related activities.
- Coordinates balanced program offerings through comprehensive community center utilization planning and appropriate design of instructional classes, special events, specialized recreational opportunities, camps and open play activities.
- Oversees and develops short and long-term strategic goals pertaining to the planning, development, design and operational processes of the community centers, instructional programs, childcare programs, and the warehouse and work order center. Establishes and implements management systems to effectively meet operating goals and objectives.
- Develops and recommends policies and procedures to include class and participant registration, facility use and rental policy, childcare operations and programming and warehouse and work order center operations.
- Develops and recommends quality standards for services, and evaluation of customer satisfaction.
- Evaluates and make recommendations on the effectiveness of programs based on a combination of customer satisfaction data and revenue production.
- Accounts for funds received from various revenue producing activities; completes and maintains detailed fund records and reports.
- Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Responds to inquiries and complaints and provides information on policies and procedures.
- Maintains record system and processes daily paperwork including personnel information, and/or reports, work orders, and requisitions.
- Provides training classes on computer software and hardware for staff.
- Assists with development of internal policy and procedures; ensures compliance by staff.
- Oversees ordering and replacement of stock as required to maintain proper levels; ensures that staff checks receipts for proper quantity and condition of items received; ensures proper storage of inventory.
- Regularly reviews inventory at the warehouse and community centers to ensure adequate levels of equipment and supplies are properly maintained or discarded if not needed.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Plans or directs others in the sequence of major activities and reports on operations and activities which are very broad in scope.
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Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related programs.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents; may use descriptive statistics.
Language Requirements	Reads journals, manuals and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations, composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
Decisions/Supervisory Control	Makes decisions as a major part of the job, affecting a large segment of the organization and the general public; develops policies and procedures.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge	Extensive knowledge of recreational programming, facility operations, and available resources of assigned areas to include professional recreational philosophies, principles and practices. Basic knowledge of procurement and standard warehouse processes and procedures. Knowledge of proper methods of researching, preparing and disseminating public information; knowledge of occupational hazards, safety precautions and safety regulations related to recreational activities; knowledge of strategic planning principles and processes for providing customer services.
Skills	Utilizes a personal computer with various Microsoft office applications. Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions; develops and maintains cooperative and professional relationships and effectively responds to and resolves complex inquiries and decisions. Utilizes investigative techniques and analysis to follow law enforcement policies, procedures, and practices as related to park patrol, constitutional rights and laws, firearms and firearm safety.
Abilities	Ability to perform arithmetic and statistical applications and to employ economic and accounting principles and practices in the analysis and reporting of financial data. Ability to establish and implement effective programs and procedures; ability to establish priorities for completion of work; ability to communicate complex ideas and proposals effectively; ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in recreation, leisure studies, or a closely related field.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of five years of experience in professional recreational administration including three years of progressive supervisory experience or any equivalent combination of education and experience.

Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards. May require CPR or the ability to become certified within 6 months of date of hire.
Special Requirement	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or citywide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.