

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Management Technician GRADE: 16 DATE: 12/19/2023
SERIES: Park and Recreation Mgmt Series CODE: 1856 EEO: Professional FLSA: Non-Exempt

Class Definition:

Under general supervision, performs administrative and program support work in the management of a park or recreational facility. Performs a variety of standard work assignments in any area of program planning, facility management or administration; participates in the planning, organizing and administering of cultural, interpretative, historic, rental or recreational facility program activities. Performs routine maintenance and repairs to facility and coordinates with facility maintenance for day-to-day maintenance activities. Assists in program and event marketing; leads intermittent, seasonal and volunteer workers as assigned and prepares and maintains administrative records of the facility. Work impacts the accuracy, timeliness, reliability and procedural compliance of a range of work products, operations and services for a facility; supports higher level staff and provides customer service to patrons and vendors. Applies knowledge of the general principles of administrative and program support for facility and recreation management, leisure services, event planning, and social and cultural programs; as well as knowledge of an assigned area of specialty (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts). Follows procedures and applies standard solutions to a range of common or recurring problems or situations. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities and requirements of specific assignments. Incumbent plans and carries out the work in conformance with established policies, procedures and accepted practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guidelines, keeps the supervisor informed and brings procedural exceptions to the supervisor's attention for guidance or resolution. Work is expected to be accurate, timely and consistent with guidelines – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties:

1. Participates in the planning, organizing and administration of cultural, interpretive, historic, rental or recreational facility program activities such as classes, tours, tournaments, special events, sports teams; monitors program participation and facility usage. Assists participants in enrollments and provides information for options and recommendations based on needs or goals. May assist in operating a snack bar or pro shop or other facility operation.
2. Participates in establishing and implementing operational goals, objectives and procedures (e.g., building security, safety, hours). Reports and assists in investigation of accidents, fires, and crimes; monitors building utility systems to ensure proper operation. Performs routine maintenance and repairs to facility; may coordinate plant maintenance and repair, fabricate exhibit components or repairs to operating equipment. Conducts daily inspections by vehicle and on foot to ensure that perimeter is secure, or establish, review and exercise Emergency Action Plans (EAP).
3. Assists in marketing and publicizing programs and activities; participates in writing articles, newsletters, flyers and ads. Prepares posters, signs, calendars and other graphics; circulates promotional materials to individuals, groups.

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4. Participates in the selection and training of intermittent, contract and volunteer staff for facility programs, as well as planning and scheduling of work assignments of designated employees. Leads workers in assignments and work performed and provides feedback.
5. Researches purchase of recreational, art, interpretive supplies and equipment; writes purchase requisitions and submits to supervisor for approval. Maintains records related to revenue operations; participates in budget preparation and control.
6. Monitors and maintains a variety of administrative records for the facility such as inventory of supplies, equipment, memberships, timecards, rentals, facility maintenance and attendance. Prepares administrative records and reports; may monitor purchases and postings and review purchase card requests for accuracy.
7. Greets visitors and answers questions; explains rules, memberships and operations. Accepts reservations and registrations for programs; collects fees from patrons and conducts interpretation tours.

Important Worker Characteristics:

- A. Knowledge of (1) general principles of administrative and program support for facility and recreation management, leisure services, event planning, social and cultural programs; (2) an area of specialty (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts); (3) Americans with Disabilities Act (ADA)*; (4) safety and health regulations*; (5) marketing and public relations techniques*; (6) cash handling procedures*; and (7) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) calculate fractions, decimals and percentages; (2) organize work efficiently; (3) provide courteous customer service; (4) prepare and market promotional materials; (5) handle complaints and conflicts; (6) organize multifaceted work programs and projects that require contributions of multiple employees; and (7) perform cardiopulmonary resuscitation (CPR) and First Aid; and operate Automated External Defibrillator (AED).
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Example includes applying principles to solve practical problems.
- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. Examples include reading and preparing routine reports and correspondence; and presenting information to groups of people.

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- E. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, working as a member of a team.
- F. Skill in operation of (1) general office, audio/visual and photographic equipment; (2) specialized equipment pertaining to area of assignment; (3) recreational equipment; (4) lighting and sound equipment; (4) computer including general office software; and (5) specific enterprise software.

Minimum Qualifications (MQs):

- 1. Associate's Degree in Parks and Recreation, Recreation Management, Facility Management, Education, Business Administration, Physical Education, Communication, Leisure Services, or any related field.
- 2. Two (2) years of experience working in a facility related to parks, recreation or leisure services.
- 3. An equivalent combination of education and experience may be substituted, which together total four (4) years.
- 4. Contingent upon area of assignment, a valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.
- 5. Contingent upon area of assignment, some positions in this class may require valid: (a) operating license (e.g., county pool operator, childcare license) as appropriate; (b) First Aid, CPR, automated external defibrillator (AED) certifications; or (c) certifications as related to assignment (e.g., Lifeguard Instruction).
- 6. Pass Commission medical exam.

Working Conditions:

Works inside and outside an assigned facility which may operate seven days per week. Works extended hours, evenings, weekends and holidays. Responds to emergency situations as required. Incumbents in this class must frequently: remain in a stationary position, operate motor vehicles, communicate and exchange information with internal staff and the public, be able to see for short and long distances, and occasionally lift equipment and other items weighting up to 49 pounds and ascend and descend ladders and stairs.