

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager I GRADE: 20 DATE: 12/18/2023
SERIES: Park and Recreation Mgmt Series CODE: 1857 EEO: Professional FLSA: Exempt

Class Definition:

Under general supervision, performs professional facility and recreation management work in managing a single-functional facility such as a tennis court, ice rink, swimming pool, historical site, or rental facility; or provides assistance in managing a multi-functional recreational facility, park facility or community center and related programs. Single-functional facilities at this level may also include a single secondary operation (i.e., snack bar, pro shop, driving range, seasonal pool). Assignments include full responsibility for managing the operation of a single-functional facility including facility management and building maintenance functions, program and general administration, and plans, schedules and assigns work of staff; or responsibility for assisting a higher-level manager in the management of a multi-functional facility. Work assignments include the development and implementation of revenue-generating programs or leisure activities related to community needs and consists of duties involving steps, processes, procedures or methods which are typical, conventional or well established, and information on which to act is obtained by close examination or by referring to readily available sources. For single function facility managers, the limited size, nature and scope of the facility and function assigned is such that special activities, problems and decisions (e.g., analysis of community needs and interests, and administrative and technical considerations) can be handled without receiving detailed instruction while referring unfamiliar or non-standard problems to the supervisor. Work involves the application of specific rules, regulations and procedures to the execution of a segment of the Commission recreation, sports and cultural programs, and contributes to the accuracy, reliability and acceptability of services provided by the Department to the public. Applies knowledge of, and skill in, facility and recreation management, leisure services, event planning, social and cultural programs, and marketing and public relations techniques; as well as knowledge of an area of specialty (e.g., sports, arts, historical interpretation and preservation, pool operations, aquatics, performing arts) to perform standard, recurring assignments at the journey level and independently carry out day-to-day facility and program operational duties. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure accuracy, adequacy and effectiveness in assigned functions. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities and requirements of specific assignments. Incumbent independently 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.

Note: A single-functional facility is a facility that has one primary focus such as a tennis facility, ice rink or swimming pool. This facility may have one secondary operation such as a snack bar or a pro shop, but not two (pro shop and snack bar). Seasonal facilities are not considered as they are not open year-round.

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Examples of Important Duties (Estimated Percentages):

1. Core Functions (±85%) – assigned functions vary by position

- Manages a single functional facility (with perhaps a secondary operation). Develops and implements operational goals and procedures (e.g., hours, building security, safety); develops, implements and manages revenue generating programs and facility operations to cover operating expenses, debt service and capital improvement projects. Reviews operations and program procedures and implements changes as relevant to the facility and services offered; and markets programs and assigned facility. Monitors building utility systems to ensure proper operation. Directs staff in day-to-day maintenance and repair of facilities; works with facility management with planning routine maintenance, repairs and renovations to building and grounds. Resolves complaints and determines need for police, fire or rescue squad in emergencies; reports and provides information for investigations of accidents, fires and crimes.
- Assists in managing a multi-functional facility involving the development and implementation of operational goals and procedures (e.g., hours, building security, safety) and participating in the development and management of revenue generating programs. Assists in staff supervision and recruiting, assigning and reviewing work, and administrative functions. Manages a specialty program area for the facility such as a sports program, pool operations, pro shop or concessionaire stand and incorporates program goals and operations into overall facility management. Assists in coordinating with facility management on facility repairs and maintenance; and supports facility manager in reviewing operational processes and programs for improvement to increase participation and effectiveness.
- Participates in planning, organizing and implementing comprehensive community-based cultural, interpretive, historic, recreation or performing arts activities and programs. Coordinates classes, camps, tours, tournaments, special events and operation of snack bar, pro shop or other revenue producing operations. Schedules staff, facility use and equipment; recommends and monitors program fees. Analyzes and evaluates event success, implements changes and develops and establishes events and facility goals. May assist in curating art exhibits or in researching, implementing, modifying and maintaining enrichment and tutorial programs and equipment.
- Handles rental program for weddings, rehearsals, meetings, ceremonies, community events (e.g., birthday parties, quinceneras, baby showers); recommends rental fee structure for facility, equipment uses and event staffing. Reviews rental requests with potential clients, determines event details, approves rentals and prepares rental agreements; outlines rental policies and guidelines specific to facility and provides changes to policies and guidelines as relevant to facility and services.

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- Recruits, selects, trains and evaluates contract, intermittent and volunteer staff for the facility and facility programs (e.g., referees, class instructors, facility staff). Plans, schedules and assigns work. Evaluates work and counsels employees as directed; audits intermittent staff instructor classes and provides feedback.
- Assists in marketing programs and assigned facility; works with supervisor to provide community outreach and in coordinating and advertising programs to market facility services and promote attendance. Updates facility webpage for timely and accurate information of programs, classes, events, services and hours of operation; writes articles, newsletters, news releases, flyers and advertisements. Prepares posters, signs, calendars, and other marketing materials and graphics; distributes materials to graphics shop and checks work. Sends promotional materials to news media, individuals and groups interested in facility; visits schools and other groups to inform them of recreation and leisure opportunities.
- Provides assistance and courteous customer service to visitors; greets guests and explains rules, memberships and operations. Accepts reservations for programs and collects fees, conducts tours and rents equipment; provides oversight of facility concession operations.
- Participates in budget formulation and execution of facility operating and special revenue budgets; monitors and tracks expenditures for programs and projects. Controls expenditures in accordance with approved budget; provides analysis and recommends alignment of funds for annual budget submission. Updates performance measurements; provides quarterly projections to include revenues and expenditures with appropriate justifications based on operational forecast and maintenance requirements. Prepares purchase requisitions and check requests, collects fees and deposits revenues, and performs petty cash duties; tracks assets for the facility, and recommends payment of vendor invoices for services rendered or products received.

2. Other Duties (±15%)

- Monitors processing and maintenance of a variety of administrative records to include payroll, employee records and timecards, cash reports, asset and equipment inventory, rental permits, financial spreadsheets and monthly revenue reports. Reviews client correspondence, contracts, cancellations and refunds; uses Commission software to prepare and submit administrative reports. Solicits bids and price quotes from vendors; supervises procedures for inventory control, accuracy of sales and restocking of supplies. Manages information for division-wide reports.
- Performs special project work in surrounding community on behalf of supervisor; conducts research and exchanges information with other facilities and surrounding community groups to identify new programs, methods and equipment which might be useful for facility. Serves on divisional and departmental committees to share ideas and to complete assignments and projects.

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- Networks and reaches out to external user groups, conducts research; drives Commission vehicles to visit events and facilities and to meet with other managers. Attends conferences and area venue meetings to identify new industry standards and trends.

Important Worker Characteristics:

A. Knowledge of, and skill in, (1) facility management; (2) recreation management; (3) leisure services, (4) event planning; (5) social and cultural programs; (6) an area of specialty (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts); (7) Americans with Disabilities Act (ADA)*; (8) safety and health regulations*; (9) marketing and public relations techniques; (10) cash handling procedures*; (11) budgeting procedures*; and (11) Commission organization, policies and procedures.

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

- B. Knowledge of, and skill in supervising staff including assigning or reviewing tasks, setting work schedules, and evaluating completed work.
- C. 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 specialized projects that require contributions of multiple employees; and (7) perform cardiopulmonary resuscitation (CPR) and First Aid and operate Automated External Defibrillator (AED).
- D. 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.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. Examples include reading and preparing routine reports and correspondence; and presenting information to groups of people.
- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- G. 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; (5) computer including general office software; and (6) specific enterprise software.

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Minimum Qualifications (MQs):

1. Bachelor's Degree in Parks and Recreation, Recreation Management, Facility Management, Education, Business Administration, Physical Education, Communication, Leisure Services, or any related field.
2. One (1) year of responsible professional experience working in a facility related to parks, recreation, leisure services, or area of required specialty (e.g., arts, performing arts, tennis, aquatics, ice rinks).
3. An equivalent combination of education and experience may be substituted, which together total five (5) years.
4. 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, and automated external defibrillator (AED) certifications; or (c) certifications as related to assignment (e.g., Lifeguard Instruction, Fundamentals of Gymnastics).
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. On-call to respond 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.