

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Park Facility Manager II

GRADE: 24 DATE: 12/18/2023

SERIES: Park and Recreation Mgmt Series

CODE: 1858

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, performs varied professional facility and recreation management work in managing the day-to-day operations and programs of a multi-functional facility; such as, recreation, cultural, historic, community center, or park facility (i.e., historic mansion/rental facility, aquatic facility with ice rink, golf course facility with snack bar and pro shop, ice rink/rental facility) or more than one year-round tennis facility. Incumbents have full responsibility for standard, recurring assignments involved in managing the operation of a multi-functional facility including building maintenance and program administration. Work involves responsibilities in the provision of effective facility and program management planning and administrative and maintenance support services, implementing and managing a variety of recreational, sporting or cultural programs, including revenue-generating programs tailored to the needs of a diverse community; and performs recruiting, assigning and reviewing work over assigned facility staff. Work, directly and indirectly affects various parts of the Department and the social, economic, and physical well-being of the serviced public; and impacts compliance with requirements and the effectiveness of facility management. Ensures adequacy, accuracy, and effectiveness of assigned facility, administrative and maintenance operations, and specialized recreation, sports, or cultural programs, activities and events; and develops successful business strategies and methodologies to achieve optimum facility operations. Applies considerable knowledge of, and skill in, facility and recreation management, leisure services, program and event planning, marketing and public relations techniques, budget oversight/fiscal accountability, safety and health regulations, and utilities management; as well as a specialty area (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts). Independently performs various types of data, operational, and related research and analysis to troubleshoot and solve standard and recurring problems or issues. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, obtain agreement, gain compliance or achieve other desired actions. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. Incumbent independently plans the work of the facilities management and programs and ensures work is carried out in conformance with established policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines; and brings challenging and sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Note: Multi-functional facilities are those with more than one primary function or operation. This would include a community center with a splash park, historic mansion that provides an historic presence as well as is a rental facility, single function facility with snack bar and pro shop or more than one enterprise operation, year-round pool and athletic facility, year-round ice rink with snack bar and rental ice rink.

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Examples of Important Duties (Estimated Percentages):

1. Core Functions (±85%)

- Manages the facility and operations of a multi-functional recreational, cultural, historic, performing arts, or park facility. Defines operational goals and objectives and establishes operating procedures. Develops, implements and manages revenue generating programs and facilities to cover operating expenses, debt services and capital improvement projects; and may oversee box office operations. Ensures safety and security of building and patrons; provides first aid and determines need for police or fire personnel in emergencies. Reports and ensures investigations are completed for accidents, fires and crimes. Ensures building utility systems are monitored for proper operation; oversees routine maintenance and repair of facility and arranges for major maintenance and repairs. Provides technical assistance in planning new construction, remodeling and expansion of facility; responds to questions or complaints from patrons and evaluates operational policies and initiates changes for improvement. Performs recruiting, assigning and reviewing work, and administrative functions.
- Designs and manages a variety of cultural, interpretive, historic, recreation and performing arts activities and programs for a diverse population; regularly meets with citizens, community, user groups and business groups to identify needs, plan programs and answer questions. Coordinates activities with other Commission units and outside government agencies; develops goals, strategies and action plans including coordinating classes, camps, tours, tournaments and special events. Schedules staff, facility use and equipment; may curate art exhibits or research, implement, modify and maintain enrichment and tutorial programs and equipment.
- May manage indoor and outdoor kitchens, snack bars, permanent and portable concession stands and banquet rooms; complies with health standards for kitchen equipment, sanitation, food storage and preparation and staff training. Ensures operations are appropriately staffed and provides events-related concession services. Manages pro shop to include hiring and training staff on ordering, tracking, maintaining and selling merchandise, and staffing at appropriate levels.
- Manages rental program for weddings, rehearsals, meetings and ceremonies; sets rental fee structure for facility, equipment uses and event staffing. Reviews rental requests with potential clients, coordinates event details, approves rentals and prepares rental agreements. Outlines rental policies and guidelines specific to assigned facility; provides changes to policies and guidelines as relevant to the facility and services. Ensures the facility is prepared and properly set up for events; provides event catering.

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- Develops advertising programs and community outreach to publicize, coordinate and market facility services and promote attendance. Manages and updates facility webpage for timely and accurate information of programs, classes, events, services and hours of operation. Directs others or writes articles, newsletters, news releases, flyers and advertisements. Ensures the preparation of posters, signs, calendars, graphics and other marketing materials and distributes materials to graphics shop and checks work; may send promotional materials to individuals and groups interested in the facility or programs.
- Manages and coordinates an operating budget which includes a revenue-producing facility and programs. Prepares annual budget request for facility; controls expenditures in accordance with approved budget and 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. Monitors revenue-producing programs and activities; procures equipment and merchandise. Solicits bids and price quotes from vendors and contractors; selects best offer and initiates purchase requisitions and checks requests. Oversees collection of revenues for class registrations, box office sales, rentals, and point-of-sale. Tracks assets for the facility and reviews and recommends approval to pay vendor invoices for services rendered or products received.

2. Other Duties (±15%)

- Manages the 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 and approves client correspondence, contracts, cancellations and refunds; confirms the preparation and submittal of administrative reports. Ensures control of inventory, accuracy of sales and restocking of supplies. Manages information for division-wide reports; may create, change and update learning center courses through electronic software.
- Organizes and facilitates special programs and events to promote special activities; allocates necessary resources (e.g., personnel, budget) necessary for events. Drives Commission vehicles to meet with community members and organizations; presents information on programs, facilities, division and the department. Maintains working relationships with councils and other organizations involved in cultural, interpretive, historic, recreation and performing arts.
- Provides assistance and general customer service to visitors; greets guests and explains rules, memberships and operations. Ensures reservations of programs and collections of fees, tours conducted and rentals of equipment; oversees facility concession operations.

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- Attends professional seminars to identify new programs, methods and equipment, which could be useful for facility; researches technical publications or other government agencies to identify trends or seek information that would be useful to develop programs.

Important Worker Characteristics:

- A. Considerable knowledge of, and skill in (1) facility management; (2) recreation management; (3) leisure services; (4) event planning; (5) program planning; (6) an area of specialty (e.g., sports, arts, historic interpretation and preservation, pool operations, performing arts); (7) Americans with Disabilities Act (ADA); (8) social and cultural programs; (9) safety and health regulations; (10) marketing and public relations techniques; (11) cash handling procedures*; (12) budget oversight/fiscal accountability *; (13) procurement procedures*; (14) facilities utilities management; and (15) enterprise business practices; (16) 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; (7) manage recreational programs and camps; (8) instruct and present a wide range of activities; (9) handle emergencies; (10) resolve disputes; and (11) 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. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Example includes applying principles to solve problems with many variables.
- 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, working as a member or a leader of a team and mediating disputes.

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- G. Skill in operation of (1) general office, audio/visual and photographic equipment; (2) specialized equipment pertaining to area of assignment; (3) recreation and concession equipment; (4) lighting and sound equipment; (5) computer including general office software and (6) specific enterprise software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Parks and Recreation, Facility Management, Recreation Management, Education, Business Administration, Physical Education, Communication, Leisure Services, or any related field.
2. Two (2) years of responsible professional experience working in a facility related to parks, recreation, leisure services, or area of required specialty (e.g., arts, performing arts, equestrian, tennis, aquatics, gymnastics, ice rinks); including one (1) year as a facility manager, program coordinator or supervisor.
3. An equivalent combination of education and experience may be substituted, which together total six (6) 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, 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 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.