

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Enterprise Facility Manager I
SERIES: Park & Recreation Management Series

GRADE: G CODE: 3471
DATE: 2/22/2000
FLSA: Exempt

Class Definition

Under general supervision, performs a wide variety of professional recreation work to assist in managing a multi-functional recreational or park facility or manage a single-functional facility such as a tennis court, ice rink, swimming pool, historical site, rental facility or assists in managing a community center and related programs. Single-functional facilities may include a single secondary operation (i.e., snack bar, pro shop, driving range, but not more than one). Participates in program planning, facility management, and general administration. Incumbents assigned to this class are generally responsible for assisting a senior-level manager in the development and implementation of recreational, sporting, or cultural programs for a multi-functional facility or managing these programs in a single functional facility. Work assignments include the development and implementation of revenue-generating programs or leisure activities geared to community needs. The position performs day-to-day facility operational duties such as marketing programs, monitoring budget, supervising activities, and maintaining facility. Performs other related duties as assigned.

Essential Job Functions:

1. Supervises facility operations. Assists in managing (multi-functional facility) or manages (single functional facility) the development and implementation of operational goals and procedures (e.g., hours, building security, safety). Reports and assists in investigation of accidents, fires, and crimes. Monitors building utility systems to ensure proper operation. Supervises staff in day-to-day maintenance and repair of facilities. Orders major maintenance and repairs for building and grounds. Resolves complaints and determines need for police, fire, or rescue squad in emergencies.
2. Participates in planning, organizing, and implementing comprehensive community-based cultural, interpretive, historical or recreation activities for a diverse population. Assignments include coordinating classes, tours, tournaments, special events, accommodating rental groups, and operation of snack bar, pro shop, or other revenue producing operation. Coordinates activities with other Commission units and outside government agencies. Schedules staff, facility use, and equipment. Recommends and monitors program fees.
3. Provides assistance in marketing programs and facility. Works with supervisor to provide community outreach in coordinating and advertising programs to market facility services and promote attendance. Writes articles, newsletters, news releases, flyers, and

The Maryland-National Capital Park and Planning Commission

TITLE: Recreation/Enterprise Facility Manager I

Page 2 of 3

Essential Job Functions: (cont.)

- ads. 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.
4. Participates in budget formulation as well as execution of the facility's operating budget. Monitors and tracks expenditures for programs and projects. Controls expenditures in accordance with approved budget. Prepares purchase requisitions and check requests. Collects and deposits revenues. Prepares and submits cash management records and financial reports.
 5. Supervises designated staff. Recruits, selects, trains, and evaluates contract and volunteer staff for facility programs (e.g., referees, class instructors, facility staff). Plans, schedules, and assigns work. Evaluates work and counsels employees as directed.
 6. Maintains a variety of administrative records of the facility such as supply inventory, equipment, memberships, time cards, rentals, facility maintenance, and attendance. Prepares and submits administrative reports.
 7. Monitors facility activities. Provides assistance and general customer service to visitors. Greets guests and explains rules, memberships, and operations. Accepts reservations for programs. Collects fees, conducts tours and rents equipment. Supervise facility concession operations.
 8. Coordinates externally. 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.

Important Worker Characteristics:

Knowledge of: (1) leisure services; (2) recreation; (3) business administration; (4) performance counseling; (5) area of specialty (e.g., sports, arts, historical interpretation, aquatics); (6) Americans with Disabilities Act (ADA); (7) social and cultural programs; (8) M-NCPPC policies and procedures;* (9) safety and health regulations; (10) equal employment opportunity and Merit System principles*; (11) supervision;* (12) CPR and First Aid; (13) marketing and public relations techniques; and (14) individual/group behavior of diverse populations.

Skill in operation of: (1) general office, audio/visual, and photographic equipment; (2) motor vehicle; (3) recreational equipment; and (4) personal computer including applicable software.

Important Worker Characteristics: (continued)

Ability to: (1) apply principles to solve practical problems; (2) calculate fractions, decimals, and percentages; (3) read and prepare routine reports and correspondence; (4) communicate effectively orally and in writing; (5) make effective oral presentations to groups; (6) organize work efficiently; (7) provide courteous service; and (8) prepare and market promotional materials.

*Developed primarily after employment in this job class.

Minimum Qualifications:

1. Bachelor's degree or four years experience in one of the following fields: parks, recreation, education, business administration, physical education, communication, leisure services, or in area of required specialty; and
2. Two years of responsible professional experience working in a facility related to parks, recreation, education, business administration, health education, physical education, communication, leisure services or area of required specialty; or
3. An equivalent combination of education and experience;
4. A valid driver's license or ability to acquire one; and
5. A valid operating license (e.g., county pool operator's, child care license) as appropriate.

Working Conditions

Works in an assigned facility which may operate seven days per week. Works extended hours, evenings, weekends, and holidays. Responds to emergency situations as required. Requires regular contact with the general public. Responds to citizens' complaints. On-call 24 hours. Attends meetings and programs at various facilities.