SOUTH COAST WATER DISTRICT

RECREATION MANAGER (EX D.)

DEFINITION

The incumbent plans, directs, administers, and supervises the District’s recreation programs at the Tennis Center; develops, implements, and administers all of the Center’s tennis training programs, tournaments, and leagues; plans, directs, coordinates, and participates in various special projects and community events; oversees, coordinates, and performs all maintenance of the Center’s facilities and equipment; plans, organizes, oversees, coordinates and reviews the work of full-time, part-time, and temporary staff assigned to the Center; provides highly complex and responsible support to the General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

The position reports to the General Manager. Exercises general and direct supervision over assigned full-time, part-time, contract, and temporary staff, and volunteers.

CLASS CHARACTERISTICS

This is an executive level, non-merit system, contract position. The title is Recreation Manager. The position manages District tennis recreation activities and facilities, including multiple comprehensive recreation programs, such as tennis training programs, tournaments, leagues, and special events. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the General Manager in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work.

The incumbent ensures that her/his activities are aligned with and support the South Coast Water District’s policies, mission, vision, core values, core strategies, and annual action items as well as performance measures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

*Duties may include, but are not limited to, the following:*

- Plans, organizes, and assigns, the work of full-time, part-time, seasonal, and temporary employees, contract positions, and volunteers assigned to a recreation program and related facilities and sites.
- Develops, directs and ensures implementation of goals, objectives, policies, procedures and work standards for the department; establishes, within District policy, appropriate service and staffing levels.
- Manages and participates in the development and administration of the department’s budget; tracks and analyzes revenues and expenditures on an ongoing basis; directs the forecast of additional funds needed for staffing, equipment and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Selects, trains, mentors, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; conducts quarterly performance and development sessions with each direct report; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors operations and activities of recreation programs; recommends improvements and modifications and prepares various reports.
Determines and recommends equipment, materials, supplies, and staffing needs for assigned recreation programs; prepares detailed cost estimates with appropriate justifications, as required; orders supplies and materials as necessary; reviews and approves all requests of expenditures by assigned staff; participates in informal bid processes for maintenance and repair of facilities and equipment, as necessary; maintains a variety of records and prepares routine reports of work performance.

Plans, directs, organizes and supervises multiple and varied recreation programs related to the District’s Tennis Center including tournaments and team events.

Develops, implements, and monitors goals, objectives, policies, and priorities for each program reflective of the community's needs and the District’s overall goals, policies, and ordinances, and in compliance with applicable Federal, State, and local rules, regulations, and guidelines.

Designs and implements new and modified programs and projects based on analyses and assessment of the community's recreational needs and priorities; develops program objectives, designs plans of action, projects resource needs and requirements, and schedules times and facilities.

Communicates with participants on an on-going basis; holds and facilitates meetings and team assignments; produces or assists in producing flyers, calendars, newsletters, website updates, and other promotional materials to inform the community of programs and upcoming events.

Acts as a liaison to local residents, governmental agencies, community groups, private businesses, and others concerning questions, problems, concerns, and activities in the provision of recreation programs.

Works with community groups and residents in the development and coordination of the programs; oversees and coordinates scheduling of activities, games, and events.

Oversees the design and preparation of a variety of publicity/informational strategies and materials; disseminates through appropriate channels to targeted community members.

Researches grant opportunities, prepares grants, and coordinates grant administration; assists in developing, monitoring, and tracking sponsorships and partner opportunities; maintains contacts and negotiates with vendors; conducts fundraising events.

Coordinates special events activities with other District departments, divisions, outside agencies, and service providers; serves as the Recreation Division's staff liaison to various District commissions and community groups as assigned.

Plans, coordinates, and supervises the collection of data regarding the effectiveness of current programs as well as the community's future needs; conducts comprehensive analyses for planning and developmental purposes.

Attends meetings, workshops, and conferences as required; makes presentations and provides information regarding assigned program areas/special projects and the District's recreational services upon request.

Coordinates and participates in a variety of program operations and facility maintenance activities, as well as facility rentals and usage.

Performs other duties as assigned.

**QUALIFICATIONS**

Knowledge of:

- Principles and practices of employee and volunteer supervision, including work planning, assignment, direction, review and training.
- Principles and practices of recreational program administration, including program development, implementation, review and evaluation, budgeting, purchasing, and personnel management; service delivery needs.
- Rules, guidelines, techniques, and practices related to the game of tennis.
- Knowledge of section and national tournaments including rules, regulation and policies, including Red, Orange, Green (R.O.G.)
- Knowledge of United States Tennis Association (USTA) programs, tournaments and events.
- Procedures for planning, implementing and maintaining a variety of activities and programs through community participation.
- Recreational, age-specific, cultural and social needs of the community.
Knowledge of Pacific Sun, Hill & Canyon and other Orange County leagues.
Knowledge of racquet stringing principals and pro shop inventory purchasing.
Knowledge of marketing and social media.
Applicable Federal, State, and local laws, codes and regulations.
Recent and on-going developments, current literature, and sources of information related to community program planning and administration.
Safety principles and practices, including basic first aid and health/hygiene.
Record keeping principles and procedures.
Modern office practices, methods and computer equipment and applications, including social media, related to the work.
English usage, grammar, spelling, vocabulary, and punctuation.
Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Plan, coordinate, review, and evaluate recreation programs.
- Supervise, select, train, motivate, and evaluate the work of staff and volunteers.
- Interpret, apply and explain applicable Federal, State and local policies, procedures, laws and regulations related to assigned program areas.
- Apply District policies, procedures, and organizational priorities related to various recreational programs.
- Determine, plan, coordinate, and implement a variety of recreational programs suited to the needs of the community.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Respond to medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or adult and child cardiopulmonary resuscitation.
- Effectively conduct meetings and make presentations to various groups.
- Maintain facilities and equipment in a clean, safe and secure manner.
- Prepare clear and concise reports, correspondence and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Basic ability to repair tennis center equipment such as ball machines, etc. along with building and tennis court maintenance.

EXPERIENCE AND TRAINING GUIDELINES
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five (5) years of professional recreation administration experience in the tennis field with three (3) years
directing and supervising staff and recreational tennis programs and activities.

Training:

Equivalent to graduation from an accredited four-year college or university with major coursework in recreation administration, physical education, public administration, or a closely related field.

License or Certificate:

- Valid California class C driver’s license with satisfactory driving record.
- First Aid/CPR Certificate issued by the American Red Cross.
- Registration with the United States Professional Tennis Association (USPTA) is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays in order to attend community or recreation events, and various other meetings.

*The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*