



City of Denton Job Description

Effective Date:
Revision Date:
Position ID:
Career Ladder:
FLSA Designation:

Title: Aquatic Business and Guest Services Supervisor

Department/Division: Parks and Recreation

Reports to: Program Area Manager

Definition: Responsible for meeting the recreation and leisure needs of the citizens of Denton by managing and supervising staff responsible for cash handling, admissions, birthday parties, concession and merchandise sales, group sales and customer service at the C. H. Collins Natatorium, Water Works Park, and the Civic Center Pool.

Essential Functions:

- Directly supervises staff responsible for the daily customer service operations of the C.H.Collins Natatorium, Water Works Park, and the Civic Center Pool to meet the needs of the local community
- Hires, trains and provides feedback to part time and seasonal staff for multiple cost centers
- Analyzes financial reports and reports trends and issues
- Prepares payroll for Aquatics full time, part time and approximately 220 seasonal employees
- Oversees the collection of all revenues, reviews reconciliation forms and deposits, and prepares General Ledger Reports to allocate the deposits of all revenues to specific revenue accounts for all aquatic facilities
- Promotes the expansion of revenue potential for rentals, group sales, concessions, merchandise sales, and vending operations for all three aquatic facilities through various innovative resources and continually looks for and identifies new sources of revenue in these areas for all aquatic facilities.
- Develops goals, strategies, business and management plans to provide effective center operations
- Trains and mentors employees in technical, clerical, management, leadership, customer service and accounting responsibilities
- Prepares performance evaluations, counsels and coaches employees on job performance
- Monitors employees for compliance with City Policies and takes disciplinary action as required
- Develops long term scheduling and planning for work group
- Works scheduled shifts as a Manager on Duty (MOD) in the Natatorium and Water Park
- Generates administrative reports & oversees data entry for spreadsheets
- Responsible for ordering all office, concessions, and party supplies for aquatics staff and facilities

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- Develops specifications and obtains quotes for equipment, materials and services for concessions and gift shop
- Works with contractors to supply services from contracted vendors
- Facilitates meetings
- Facilitates the booking of afterhours rentals, birthday party rentals and cabana rentals for all aquatic facilities
- Serves as aquatics representative for Fitness Committee
- Oversees expansion/renovations of aquatic concession and admission facilities
- Assists in CIP expansion projects, including design, revenue and expenditure projections
- Reviews and recommends fee schedule changes for programs, admissions, concessions, rentals, and merchandise
- Assists with coordinating marketing of aquatic programs and facilities to increase revenue
- Submits aquatic copy for recreation program brochures
- Assists with department special events
- Assists with budget preparation and continually monitors operational budgets for assigned accounts within each aquatic cost center

Additional Duties:

- Reviews departmental policies and procedures and makes recommendations
- Seeks opportunities for training and increasing knowledge in facility and staff management
- Regular and punctual attendance
- Assists with teaching aquatic programs
- Performs other duties as assigned

Minimum Qualifications / Acceptable Equivalency:

- Bachelor degree in Business, Accounting, Recreation, Leisure Services, or a related field and two (2) years staff management and/or supervision experience, progressively responsible experience overseeing reconciliation and deposits of revenue, and high volume customer service experience;

OR

- Associate degree in Business, Accounting, Recreation, Leisure Services, or a related field and four (4) years staff management and/or supervision experience, progressively responsible experience overseeing reconciliation and deposits of revenue, and high volume customer service experience

OR

- High school diploma and six (6) years staff management and/or supervision experience, progressively responsible experience overseeing reconciliation and deposits of revenue, and high volume customer service experience.

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- Technically proficient in Microsoft Office with emphasis in Excel.

OR

- Any combination of related education, experience, certifications and licenses that will result in a candidate successfully performing the essential functions of the job

Core Competencies:

- Knowledge, skill, and ability to provide clear direction to subordinates, practice personal accountability, and promote accountability with staff with realistic performance measures in line with organizational priorities
- Ability to assess one's own and others' work and information for completeness and accuracy
- Ability to effectively coach employees in the understanding and purpose of their jobs, performance quality, and how to increase their competency areas
- Ability to use initiative to take empowered action to solve routine problems within policy guidelines and to seek creative solutions for non-routine challenges
- Ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies
- Knowledge, skill, and ability to build successful, collaborative, genial, and trusting relationships that contribute to personal effectiveness and the effectiveness of the work team
- Knowledge, skill, and ability to analyze the organization's competitive position by considering internal and external business environment trends, existing and potential customers, and strengths and weaknesses as compared to other municipal organizations
- Knowledge, skill, and ability to use resources including funds, materials, equipment, and his/her time in an efficient way that results in high quality products and/or services
- Ability to establish good internal and external customer relations and can come to workable solutions to service challenges by using the Consultation, Adaptation, and Mobilization (CAM) empowerment model
- Ability to look for and seize profitable business opportunities, propose innovative business solutions, and develop efficiency measures to streamline business processes Ability to communicate effectively both verbally and in writing
- Ability to form and maintain effective relationships with coworkers and customers
- Ability to maintain regular and punctual attendance (evaluate per position)

Conditions of Employment:

- Must have a valid Class "C" Driver's License and valid state required minimum automobile liability insurance prior to employment (must obtain Texas Class "C" driver's license and state required minimum automobile liability insurance within 30 days of hire per state law)
- Must pass a drug test, driver's license check, criminal history background check, and social security number verification check

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- Must pass a physical examination (evaluate per position)
- Must be able to work overtime when requested (non-exempt)
- Must be able to work outside of regular business hours as required (exempt)
- Must attend and successfully complete the City's Defensive Driving Course (DDC) as soon as possible after employment (if required to drive City vehicle or personal vehicle for City business)
- Must have flexibility in working hours that could include working nights, weekends, and more than an 8 hour day

Preferences:

- Two or more years of experience utilizing CLASS/Point of Sale (POS) or a similar computer program such as Rec. Trac
- Prior 3 years supervisory experience
- AFO/CPO
- CPRP
- WSI, LG, LGI, CPR/AED
- Two years of experience overseeing food service operations
- Background in Aquatics
- Bilingual in Spanish and English
- Ability to communicate effectively both verbally and in writing

Physical Requirements:

Overall Strength Demands: The italicized word describes the overall strength demand of the functions performed by the incumbent during a typical workday.

- Sedentary – lifting no more than 10 pounds
- Light – lifting no more than 20 pounds; carry up to 10 pounds
- *Medium – lifting no more than 50 pounds, carry up to 25 pounds*
- Heavy – lifting no more than 100 pounds, carry up to 50 pounds
- Very Heavy – lifting more than 100 pounds, carry more than 50 pounds

Physical Demand Codes: The following describes if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Codes for "how often":

Y = Yes

N = No

E = extensive (100-70%)

M = moderate (60-30%)

I = infrequent (20-10%)

A = almost never (<10%)

Task: Code:

1. Standing: Y M

2. Sitting: Y M

3. Walking: Y M

4. Lifting: Y I

5. Carrying: Y I

6. Pushing/Pulling: Y I

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|------------------------|------------------------|
| 7. Overhead Work: Y I | 14. Climbing: Y I |
| 8. Fine Dexterity: Y I | 15. Balancing: Y I |
| 9. Kneeling: Y I | 16. Vision: Y E |
| 10. Crouching: Y I | 17. Hearing: Y E |
| 11. Crawling: Y I | 18. Talking: Y E |
| 12. Bending: Y I | 19. Video Display: Y A |
| 13. Twisting: Y I | 20. Other: |

Machines, Tools, Equipment and Work Aids:

The essential functions of this position require the use of a computer, calculator, telephone, radio, and public address system,

Environmental Factors:

The essential functions of this position are performed in an office setting and onsite at indoor/outdoor aquatics facilities.

This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice.