



Parks Program Area Manager

Class Code:
GS3709-207001

Bargaining Unit: General

CITY OF DENTON
Established Date: Jun 28, 2009
Revision Date: Jun 14, 2016

SALARY RANGE

\$64,608.00 - \$85,929.00 Annually

SUMMARY:

Responsible for overseeing and managing the Natatorium (NAT), Water Works Park (WWP), and the Civic Center Pool. These responsibilities include overseeing the creation and implementation of all aquatic programs and services, as well as overseeing the maintenance of pools/aquatic amenities, landscaping of the NAT and WWP, building maintenance and supervision for the NAT and WWP, and hiring/supervision of full time and temp seasonal staff.

ESSENTIAL FUNCTIONS AND OTHER IMPORTANT DUTIES:

- Coordinates and oversees the Aquatic Center's Interlocal Operations Agreement between DISD and COD which identifies the COD as the responsible party for operating and maintaining the NAT and WWP
- Prepares the Aquatic Center Annual Report for review by PARD, City Council, and DISD
- Responsible for maintaining relationships with DISD programming committee
- Coordinates space allocations for all DISD competitive practices, meets, & games with full time staff; coordinates all pool preparations & schedules for competitive events
- Prepares and monitors General Fund budgets for the NAT and WWP
- Prepares and monitors General Fund and Recreation Fund budgets for the Civic Center Pool
- Prepares and submits monthly financial reports for revenues and expenditures for all three aquatic facilities
- Assists with the hiring and supervision of 200-250 temp seasonal aquatics staff as needed
- Reviews and approves disciplinary actions for temp seasonal and FT aquatics staff
- Provides customer service to the general public and all others who utilize COD aquatic facilities.
- Serves as one of four staff who are Manager on Duty each summer for WWP
- Coordinates marketing and advertising of all aquatics programs and facilities with PARD Marketing Manager and aquatics staff
- Periodically inspects aquatic facilities to ensure safety of facility and adherence to department and state code standards
- Coordinates the establishment of contracts for use of aquatic facilities with outside groups or agencies, aquatics center manager, and the Legal Department
- Submits all job requisitions annually to open aquatics temp seasonal positions for all aquatic facilities

- Assists Business and Guest Services Supervisor with supervision of Water Park Admissions, Concessions, and Gift Shop operations each summer
- Reviews all statistical reports with regard to monthly attendance, concessions, merchandise, and rentals for all aquatic facilities
- Coordinates strategic planning for aquatics
- Seeks out and records patrons' requests with regards to aquatic Capital Improvement Projects (CIP) and prepares supporting documentation for PARD staff, COD upper management, and CIP Bond Committee
- Assists Aquatic Facility Maintenance Supervisor with project management and allocation of CIP budgets as needed
- Reviews current trends in aquatics for programs, facilities, Best Practices, etc. and recommends
 - adoption or implementation when feasible
 - Analyzes workload and performance measurement data
- Is a self-starter and a team builder who is highly motivated
- Demonstrates excellent interpersonal communication skills
- Effectively communicates with administration, staff, other departments/divisions, citizens, and the media by listening and responding clearly and concisely to issues
- Displays ability to gather input from the team, provide direction, and guide team members to make decisions
- Provides work plans to develop successful team members
- Ensures timely follow-through on customer requests and complaints and handles difficult customer situations with respect and openness
- Demonstrates dependability, flexibility, empathy, approachability, and professionalism
- Maintains regular and punctual attendance

Additional Duties:

- Performs other duties as assigned

JOB REQUIREMENTS:

- Bachelor's degree in Parks and Recreation Administration or a related field with six years of progressively responsible experience in municipal or private recreation and administration work, including four years supervisory experience
- Three years of experience in swimming pool operations and management and at least four years of supervisory experience

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:

- Establishes personal credibility so that they are perceived as responsible, reliable, and trustworthy
- Maintains necessary knowledge and skills to complete work tasks
- 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 effective 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 explore and exploit profitable business opportunities, propose innovative business solutions, and develop efficiency measures to streamline business processes
- Ability to communicate effectively both verbally and in writing

ENVIRONMENTAL FACTORS AND CONDITIONS/PHYSICAL REQUIREMENTS:

- Must have a valid Class "C" Driver 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 90 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
- 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 current certification in NRPA Aquatic Facility Operator or NSPF Certified Pool Operator within six months of employment.

OTHER REQUIREMENTS:

- Bilingual in Spanish and English
- Experience in water park operations and management
- Certificates in CPR for the Professional Rescuer, First Aid, Lifeguard Training, American Red Cross Water Safety Instructor, and American Red Cross Lifeguard Training Instructor

CLASS SPEC TITLE 6:

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: M
2. Sitting: E
3. Walking: M
4. Lifting: I
5. Carrying: I
6. Pushing/Pulling: I
7. Overhead Work: A
8. Fine Dexterity: m
9. Kneeling: A
10. Crouching: A
11. Crawling: A
12. Bending: A
13. Twisting: I
14. Climbing: I
15. Balancing: N
16. Vision: Y
17. Hearing: Y
18. Talking: Y
19. Video Display: Y
20. Other:

CLASS SPEC TITLE 7:

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.

ADA/EOE/ADEA