

**JOB DESCRIPTION
CITY OF JOPLIN
RECREATION MANAGER**

TITLE: RECREATION MANAGER

DEPARTMENT: PARKS & RECREATION

DESCRIPTION:

Under the general supervision of the Director of Parks and Recreation or designee: manage the Parks and Recreation Department's business affairs, coordinate, administer, and develop marketing efforts, and manage guest service operations. This position will supervise the Guest Services Staff that includes all Front Desk personnel.

Also manages, supervises, and directs the activities of the Recreation Division of Parks and Recreation including such functions as recreation program operations, seasonal aquatic operations, youth and adult athletics, in-house contractual recreation, education and leisure programs, conservation efforts, and special events.

GENERAL DUTIES AND RESPONSIBILITIES:

THE FOLLOWING DUTIES ARE NORMAL FOR THIS TITLE. THESE ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE. OTHER DUTIES MAY BE REQUIRED AND ASSIGNED.

GENERAL TASKS AND RESPONSIBILITIES:

WHILE FOLLOWING TASKS ARE NECESSARY FOR THIS POSITION, THEY ARE NOT AN ESSENTIAL PART OF THE DUTIES OF THIS POSITION AND MAY ALSO BE PERFORMED BY OTHER EMPLOYEES.

Business

- Manage the Department's business affairs
- Manage customer service operations
- Prepare, organize and manage recreation division budget
- Maintains automated registration, rental, and point-of-sale programs
- Maintains communication with the management team regarding marketing strategy
- Administer rentals for Memorial Hall including drafting contracts, scheduling, and logistics
- Solicit and coordinate sponsorships, advertising, and promotional initiatives that drive revenue for aquatic centers, sports programs, special events, and more
- Assists with reconciling all revenue deposits for the department

Marketing/Development

- Assist in the development, strategy, and administration of marketing deliverables including increasing brand awareness, bringing in new customers, and coordinating public relations efforts.
- Strategize, write, edit and manage Department's marketing communications, including presentations, membership, and Department activities and program offerings, website content, blogs, monthly newsletters, tradeshow and conference pieces, etc., by coordinating and facilitating all department communications via print, email and social media.
- Coordination of overall marketing/communication efforts across the department to ensure clean, consistent, clear concise department wide message is communicated to the public.
- Work with the Director and other division managers to ensure citizens and guests are adequately informed of the activities and programs of the Department while encouraging their participation.

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Marketing/Development

- Implement and maintain a comprehensive guest services and facility rental program for all Department facilities, including Memorial Hall; as well as outdoor aquatic centers, other athletic complexes and facilities, shelters/pavilions/gazebos and other City parks and facilities.
- Actively engage the general public and facility users/members. Respond to inquiries and resolve difficult customer service issues. Conduct surveys and gather feedback to ensure facilities meet community needs and enhance effectiveness.
- Oversee all guest services programming and assist with special event programming and coordination, including Membership Drives, Member Appreciation Events, Concessions/Vending, Corporate Memberships, Member Retention and special promotions of Department facilities.

Recreation Division

- Plan, implement, direct and supervise comprehensive in-house and contract recreational, educational, leisure and athletic programs and events.
- Evaluate program content and the methods used in providing community recreation offerings; make recommendations for areas of improvement; implement appropriate recommendations.
- Select, train, supervise, and evaluate full-time Recreation Division staff.
- Recommend changes in program staffing, objectives, policies and procedures to assure maximum effectiveness and efficiency.

OTHER TASKS, DUTIES AND RESPONSIBILITIES:

- Provides information to the public, vendors, auditors, and City staff requiring explanation of department policies, rules, and/or procedures.
- Answers telephone and handles customer inquires.
- Opens and closes facilities as assigned.
- Prepares requisitions and maintains inventory of office equipment, parts and supplies.
- May act as Director in absence of Parks and Recreation Director as designated.

GENERAL PHYSICAL REQUIREMENTS:

Language Ability and Interpersonal Communication

- Requires the ability to perform complex data analysis including the ability to classify, categorize, prioritize, rank, investigate and diagnose figures, computations, statistics, technical reports, statutes, guidelines and/or written information. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers, departments and the public, on how to apply policies, procedures and standards to specific situations.
- Requires the ability to utilize a wide variety of reference and technical data and information such as financial reports, spreadsheets, regulations, payroll reports, payment records, collection reports, journal entries, balance sheets, invoices, billing statements, insurance forms, purchase orders, accounts payable reports, computer software operating manuals, accounting principles and correspondence.
- Requires an exceptional ability to communicate orally and in written correspondence.
- Requires demonstrable ability to provide first line supervision. Ability to persuade, convince, orientate and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Mathematical Ability

- Requires the ability to perform complex addition, subtraction, multiplication, division and algebra. Must be able to calculate percentages, discounts, and interest and have the ability to perform high level mathematical operations using large numbers, fractions and computer formulas.

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RECREATION MANAGER

Judgement and Situational Reasoning Ability

- Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.
- Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in a written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.
- Requires the ability to exercise sound judgement, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

Physical Requirements

- Requires the ability to operate a variety of office equipment such as a computer terminal, word processor, telephone, fax machine, calculator/adding machine, camera, cash register, computer printer and photocopier.
- Requires the ability to coordinate eyes, hands, feet and limbs in performing movements requiring skill and training, such as data entry.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some combination of lifting, sitting, and carrying of objects weighing twenty-five pounds. Tasks may involve extended periods of time at a keyboard or workstation.
- Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, tastes, odors and textures associated with job-related objects, materials and tasks.

Environmental Adaptability

- Tasks are generally performed in safe and comfortable office surroundings. May experience exposure to adverse environmental conditions that include exposure to environmental factors such as temperature variations and extremes, violence, humidity, disease and/or dust.

GENERAL QUALIFICATIONS:

- Bachelors Degree in Recreation Administration or related field and five years of progressively responsible management/supervisory experience in a public recreation agency or any equivalent combination of acceptable training, education, and experience in the field of Parks and Recreation.
- Exceptional computer skills and experience with CivicRec Recreation Software is highly desired.
- Experience executing great marketing communications in the digital marketing/technology space with extensive knowledge and familiarity of internet technologies, online media, and social media tools (e.g. LinkedIn, Facebook, Twitter, and Google Plus).
- Knowledge of the methods of publicity and public relations.
- Knowledge of planning, preparing and working with an effective budget.
- Knowledge of social media and other forms of communication.
- Strong communication/writing skills.
- Skill in establishing and maintaining effective working relationships with other staff and members of the public.

Employee Name (Please Print)

Date

Employee Name (Signature)

PARKS & RECREATION DEPARTMENT
ORDINANCE #:

APPROVED:
PAY RANGE: 300

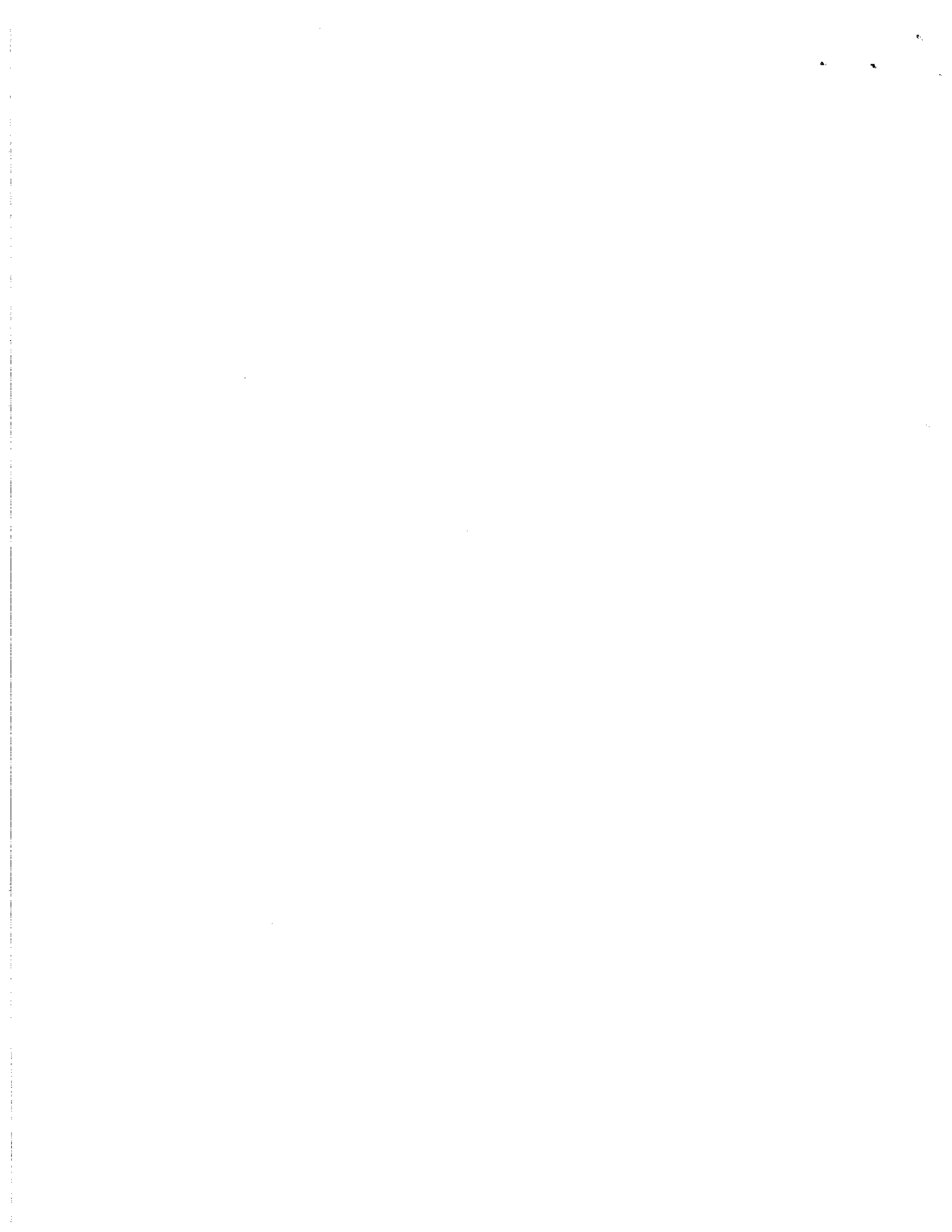


Exhibit C

JOB DESCRIPTION

CITY OF JOPLIN

OUTSIDE SERVICE ATTENDANT

TITLE: OUTSIDE SERVICE ATTENDANT

DEPARTMENT: PARKS & RECREATION

DESCRIPTION:

Under the general supervision of the Golf Professional or designee. The Outside Service Attendant will provide outstanding customer service, directions to patrons around the golf course grounds, tournament assistance, rental club and golf cart rental procedures as well as the availability and cleanliness of rental carts, daily maintenance of the entire golf cart fleet, general janitorial duties around the clubhouse; which includes trash removal, mopping and cleaning restrooms and any other duties needed by the golf professionals. Some light manual labor may be expected at times.

GENERAL DUTIES AND RESPONSIBILITIES:

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GENERAL TASKS AND RESPONSIBILITIES:

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- Attend to the golf cart fleet
- Staging carts; cleaning, fueling and checking carts after each use and returning carts to staging area at the end of the day
- Ensure that carts are available for player use at all times, windshields are clean and seats dry
- Works closely with Pro Shop and Tournament staff to prepare for and conduct golf tournaments
- Ensure the cart barn and clubhouse area are kept orderly and clean, including trash receptacles, shoe brushes, doorways clear of leaves and grass. Wash station is to be clean – no grass or debris
- Assist with delivered items
- Report all cart damage immediately to supervisor or Pro Shop staff
- Use excellent customer service skills, establish and maintain effective working relationships with other employees, officials, and all members of the general public
- Relieves other personnel at the golf course when necessary
- Other duties as assigned, including tasks which support the essential functions and may be changed or redesigned

PARKS & RECREATION DEPARTMENT
ORDINANCE #:

APPROVED:
PAY RANGE: 500

JOB DESCRIPTION

CITY OF JOPLIN

OUTSIDE SERVICE ATTENDANT

GENERAL PHYSICAL REQUIREMENTS:

LANGUAGE ABILITY AND INTERPERSONAL COMMUNICATION

- Ability to establish and maintain effective working relationships with school employees, City employees and the general public.
- Good oral and written communication skills.

MATHEMATICAL ABILITY

- Ability to maintain records and files.

JUDGMENT AND SITUATIONAL REASONING ABILITY

- Knowledge of appropriate regulations and safety procedures.
- Working knowledge of the rules of play.
- Ability to learn and enforce course policies, rules and regulations.

PHYSICAL REQUIRMENTS

- Requires high levels of sitting and standing; manual dexterity sufficient to operate essential job related equipment such as computers, type-writers, FAX machines, copiers, and telephones; may require color and depth perception.
- Must be sighted, hearing, and mobile to such a degree as not to compromise safety rules or the safety of self or others while working.
- Able to lift 50 lbs.

ENVIRONMENTAL ADAPTABILITY

- Demonstrate all appropriate techniques and procedures for the activity.

GENERAL QUALIFICATIONS:

- Applicant must be 16 years of age or older.
- Commitment to a positive, fun and team-oriented working environment.
- Ability to work effectively with children and adults.
- Strong interpersonal and communication skills.
- Must possess a valid driver's license and be able to successfully complete a thorough background check, and successfully complete a physical exam and drug test.

Employee Name (Please Print)

Date

Employee Name (Signature)

PARKS & RECREATION DEPARTMENT
ORDINANCE #:

APPROVED:
PAY RANGE: 500