

Program and Operations Manager - RCRC/Rehm

Job Description

Job Title: Program and Operations Manager - RCRC/Rehm

Department: Revenue Facilities

Location: RCRC, Rehm Pool

Reports To: Superintendent of Revenue Facilities

Job Purpose

This position is responsible to develop, implement and oversee all programs, classes, leagues and public activities that take place at the Revenue Facilities. Additionally oversee activities related to operation and supervision of all programs and Facility. The Program and Operation Manager shall perform their duties in a manner that ensures consistency with the goals and commitments to create an organization of excellence.

Essential Functions

- Plan, develop, implement, evaluate and analyze programs, facilities and services associated with the Park District's program portfolio, including but not limited to: special activities, classes, community events, leagues, camps, trips, facilities and services.
- Manages one (1) full time Programming Supervisor and (as required) pool and rink program coordinators and facility supervisors, providing leadership and guidance in the performance of their duties and responsibilities
- Recruits, screens, hires and trains all aquatic and rink personnel including facility supervisors, guards, concession workers, security and related support staff
- Conducts productive and routine staff meetings with supervisory personnel and coordinators seasonally
- Manages and implements staff performance evaluations according to Park District standards
- Manages pool and rink operations to ensure efficiency and safety
- Oversees the planning for, set up and running of all special events
- Researches new program ideas, recommends and implements improvements and manages all learn to skate, learn to swim, ice hockey and activity room programs.
- Manages and staffs all public drop-in programs, public skate, public swim, lap swim, etc.
- Develops, directs and budgets for in-service training programs for the educational and skill development of staff
- Participates in management team meetings and effectively communicates current activities and events under the responsibility of this position
- Responsible for ongoing evaluation of programs, services and facilities under his or area of responsibility
- Acts as a leader and nurtures a work culture that promotes open, frequent, and dynamic communication among staff and stimulates teamwork to accomplish desired goals and objectives
- Seeks out customer input and investigates and acts upon requests, suggestions, and complaints concerning programs and services

- Prepares and maintains required and necessary, attendance, service, personnel and property (written or computerized) records of the pools and rink
- Leads and coordinates the development, facilitation and evaluation of market driven aquatic and rink programs and services
- Develops and sets program goals in connection with the department's comprehensive program portfolio
- Working through the Communications and Marketing Department develops and guides the promotion, public relations and information dissemination efforts of the pool's and rink's programs and services, including seasonal brochure preparation
- In coordination with the Superintendent of Revenue Facilities, develops programs and operations budgets. Monitors budget throughout year
- Makes efficient and effective use of resources under his/her discretion
- Maintains a revenue generation mind-set and continually conducts cost benefit analysis, pricing reviews, program lifecycle audits, and leads supervised staff in using financial systems to meet budgetary and financial goals
- Oversees the preparation of payroll and contracts for the pools and rink programs
- Ensures that regular safety inspections of program sites, spaces and equipment are performed and provides assurances that all risk management practices are in compliance with district safety rules and procedures
- Prepares records and follows up on incident and accident reports
- Foster a working environment that promotes safe work habits and active participation in the agency's risk management program
- Manages concession operation, inventory , and financial reconciliation
- Ensures a strong level of communication and coordination with all Customer Service staff

Additional Functions

- Competitively prices and procures materials, supplies and services as outlined in Park District purchasing policies
- Follows established purchasing procedures and utilizes a Purchase Order System
- Prepares routine and special reports
- Assistance required with special projects and events (i.e. Barrie Fest, Day in Our Village, Frank Lloyd Wright Races)
- Serves on assigned committees upon request (i.e. Safety, Social Committee, etc.)
- Attends special project meetings as necessary or requested
- Communicates with the Building and Grounds Division regarding program site equipment needs
- Oversees a preventative maintenance program for the care and replacement of all pool and rink program equipment
- Manages inventories of materials, supplies and equipment
- Attends Park Board meetings upon request to provide information or recommendations to the Commissioners as deemed necessary
- Supports the Program and Operations Manager of Gymnastics and Recreation Center as well as maintenance and operations staff
- Works collaboratively with the Recreation department on program planning/development, shared use of spaces and special events

- On call nights and weekends as needed
- Performs clerical tasks as needed including, but not limited to registration, data entry, inputting program masters, fee collection, inventory, record keeping, written reports, purchase orders, equipment bids, program rosters
- Surveys customers for feedback and ideas

Knowledge, Skill and Work Experience

Required:

- Bachelor's Degree (4year) in Recreation or related field and a minimum of four years of progressive work experience in the park and recreation industry
- Certified Park and Recreation Professional or able to attain within one year
- Experience managing people in a team-oriented, collaborative environment
- Excellent strategic, operational, analytical, and technical skills
- Knowledge and experience in Microsoft Office applications
- Certification in advanced Cardio Pulmonary Resuscitation (CPR), First Aid and Automated External Defibrillator (AED) within 3 months of employment
- Intellectual and conceptual ability to lead staff in creating productive, sensible and customer friendly processes for delivering recreation services and managing recreational facilities
- Ability to multi-task workload
- Oral and written communication skills
- Organization and interpersonal skills
- Planning and problem solving skills
- Customer service focus
- Programming experience in a recreational setting
- Knowledge of safety and risk management

Psychological Considerations

- Demonstrates sound judgment in evaluating everyday operations as well as pressure type situations
- Creates harmonious team-oriented work environments
- Engages systems that convey a favorable Park District image with the media, other Village agencies, and the public
- Works effectively with internal and external customers, recognizes diverse opinions and needs, and maintains a positive working relationship with all employees.
- Maintains the highest standards of ethical conduct

Physical Considerations

- Frequently – Sitting, walking, standing, running
- Occasionally – Climbing, balancing, stooping, kneeling, and crawling
- Strength – Work requires handling average weight (up to 50 lbs.) materials or equipment

Environmental Considerations

- Normal office conditions for majority of work. May include variation in temperature.
- May be exposed to occasional inclement weather, as position requires temporary outdoor work.
- May be exposed to chemicals such as cleaning materials, acids, glues, diatomaceous earth, and chlorine

Cognitive Considerations

- Ability to understand and carry out verbal and/or written instructions efficiently and effectively
- Ability to interpret “early warning” signals and communicate information
- Ability to involve others through informal networking and involve others in decision making
- Ability to speak effectively to the public
- Math skills including measuring, calculating and estimating
- Ability to complete tasks without immediate supervision
- Ability to interpret and explain Department and District policies and procedures

Customers:

Internal: Other Park District staff and Board members

External: Patrons of Park District of Oak Park, Residents of Oak Park, Oak Park Police Department, Village of Oak Park, Oak Park Schools, Oak Park Business Community

Exempt Status

Last Reviewed Date: April 30, 2014

Last Revised Date: April 30, 2014

This job description is intended to be an illustrative, and not an exhaustive, listing of experiences, skills and duties of this position.