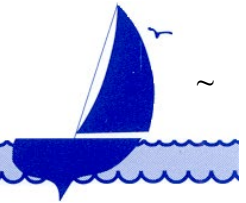




City of Des Moines, Washington

## JOB DESCRIPTION



### ASSISTANT RECREATION MANAGER

#### Parks, Recreation & Senior Services

Regular, Full-time

**Salary Grade:** G-20

**FLSA Status:** Overtime Eligible

**Union Status:** Non-represented

**EEO Category:** Administrative Support

#### Nature of Work

Under the general direction of the Recreation Manager, this position assists in the development, administers and manages professional community recreation programming to include sports, youth camps and field/event rentals coordination. This position has supervisory responsibilities which includes hiring recommendations, training, supervision, scheduling and evaluation of full and part time staff. Primary responsibilities include overseeing the office support staff, participant registrations, providing customer service and ensuring day-to-day operations (programming, field maintenance and front office) are running smoothly. Performs a wide variety of complex, highly responsible office administrative and programmatic functions, working under steady pressure with frequent interruptions and a high degree of public contact by phone and in person. Must be fully aware of and able to apply the operating procedures and policies of the department. Work hours may vary based on program schedule and will include evenings and weekends.

#### Essential Functions

- Assists the Recreation Manager in planning and managing comprehensive citywide recreation programs to include general, athletic, and cultural and community program areas for preschool, youth, adult, developmentally disabled, and families.
- Manages PRSS office technology and participant registration system regarding scheduling, fee collection, accounting, participant records, refunds and notification in consultation with the Finance Department.
- Directs and/or assists facility users/staff with facility set-up while continually monitoring equipment use, and securing any lost and found items left at the close of the program.
- Develops alternative funding sources, partnerships and sponsorships for department programs and services.
- Establishes and implements policies, procedures, and standards consistent with city policies and ordinances.
- Processes bank deposits and prepares Revenue Transmittal Report.
- Establishes and manages all recreation program payment plans.
- Greets customers, answers telephones, assists customers with requests, directs calls to appropriate personnel, and resolves grievances and complaints.
- Prepares recreation program budgets and monitors expenditures and revenue for assigned areas in accordance with established procedures.
- Manages ongoing changes, upgrades, maintenance and trainings for DaySmart, PRSS's registration system.

- Oversees public use of program facilities, including all school grounds and public parks to secure and minimize vandalism and ensure that facilities are safe and ready for use.
- Assumes the responsibilities of the Recreation Manager in his/her absence.
- Prepares reports, statistical data, correspondence and other documents as requested,
- Develops and maintains filing systems related to recreation classes and programs.
- Plans, schedules, and supervises the work of part-time extra-hire staff for assigned areas; develops and coordinates staff schedules.
- Provides staff coverage for all programs, field maintenance and front office when staff is absent.
- Trains and evaluates the performance assigned staff; may be responsible for supervising volunteers and/or contractual class instructors.
- Trains assigned staff in safety procedures and ensures all safety rules, regulations and procedures are followed.
- Coordinates use of facilities and shared programming with other agencies as assigned.
- Delegates purchasing and inventory of equipment and supplies.
- Manages communications to PRSS staff, program participants and facility users of any changes or additions to programs, classes and facility rentals. Prepares, administers and monitors office budget and prepares reports including revenues and expenditures, purchasing and payroll in accordance with established procedures.
- Cleans, drags, rakes, chalks, and sets bases for baseball/softball field setup.
- Processes monthly, quarterly and annual reports ensuring 100% accuracy.
- Manages scholarships program.
- Provides support for special events as needed.
- Understands, follows, transmits and communicates written and oral instructions.
- Prepares and submits accurate payroll records, when directed.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

### **Necessary Knowledge, Skills, and Abilities**

#### *Knowledge of:*

- Current principles and practices related to the administration of a comprehensive municipal recreation program.
- Planning techniques and procedures for parks and recreation systems.
- Principles of customer service, conflict resolution, public relations and marketing.
- Effective personnel management techniques, and all applicable city policies and procedures.
- Budget planning, development, and control techniques.
- Standard business office practices and procedures.
- Basic principles and procedures of financial recordkeeping and reporting.
- Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Principles of supervision, training, and performance evaluation.

#### *Skill and Ability to:*

- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Make timely decisions considering relevant factors and evaluating alternatives, exercising discretion and sound independent judgment.
- Deal with the public with poise and tact in sometimes stressful situations with no additional support.
- Follow directions, be flexible and self-starting in work assignments.
- Supervise the work of staff including coordinating, assigning, monitoring, and evaluating work; hiring, training, counseling, and disciplining staff.
- Read, interpret, direct and follow rules and regulations, policies and procedures.
- Communicate effectively both orally and in writing.
- Recognize and correct safety hazards.
- Add, subtract, multiply, divide in all units of measure, using whole numbers, common fractions and decimals. Ability to calculate figures and amounts such as discounts and interest. Knowledge of basic accounting principles.
- Serve the public calmly, politely and with a positive attitude.
- Process cash and credit card receipts quickly and accurately.
- Create and understand the financial and management reports needed to operate the Recreation Department.
- Operate computer software, including the Word, Excel, Publisher, Access and Outlook or similar programs.
- Create and meet schedules, timelines and work independently with little direction.
- Communicate clearly and concisely, both orally and in writing.
- Work effectively in a dynamic environment that is constantly changing, resulting in continually re-evaluating and shifting priorities.
- Ability to work both independently and within a collaborative team-oriented environment; contribute openly, respectfully disagree, understand the ideas of others, listen well and work for consensus.

### **Education and Experience Requirements**

- Bachelor's degree in recreation administration, business administration, accounting or a related field; and
- Two years of full time program coordination with progressively responsible parks and recreation experience; or
- An equivalent combination of education and experience from which comparable knowledge, skills and abilities can be acquired.
- Municipal recreation experience preferred.
- Supervisory experience, desired.
- DaySmart Registration System software experience preferred.

### **Special Requirements**

- Maintain a valid First Aid/CPR card (within three months of employment).
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.

- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

### **Working Conditions and Physical Abilities**

- Environment: Work is performed primarily in an office environment with extensive public contact and frequent interruptions. Occasional work in outside weather conditions may be necessary.
- Physical: Primary functions require sufficient physical ability and mobility to work in an office setting, to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push and/or pull light to moderate amounts of weight; to operate office equipment requiring fine coordination including the use of a computer keyboard; to operate a motor vehicle to travel to other locations; and to verbally communicate to exchange information.

### **Equal Opportunity Employer**

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

### **General Information**

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Revised July 2022,2024.