

Definition:

Under general direction, the Recreation Services Manager provides oversight to the various Recreation Division programs; ensures a variety of programs are available to the Millbrae resident population; supervises, evaluates and trains assigned staff; coordinates assigned activities with other departments and divisions, outside agencies, and the general public; performs related duties as required.

Distinguishing Characteristics:

This is a Division Manager level classification. The successful incumbent manages staff, programs, budget, facilities and programs of the Recreation Division. This classification is distinguished from that of Recreation Services Manager in that the latter is responsible for the management of designated programs and or activities in the Recreation Division.

Duties and Responsibilities:

The duties and responsibilities of the position are illustrative only and are not meant to be a complete and exhaustive listing of all of the duties and responsibilities of the position.

1. Assumes management responsibility of division programs, goals and objectives, policies and procedures; develops, administers and evaluates recreational programs for community participation.
2. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
3. Selects, trains, motivates, and evaluates assigned staff; provides or coordinates staff training; creates learning opportunities to correct deficiencies; implements employee discipline.
4. Develops and reviews the work plan for recreation staff; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Participates in the development and administration of the division's annual budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends adjustments as necessary.
6. Promotes and coordinates the activities and operations of the Recreation Division; prepares program event and marketing material including news releases, flyers, schedules of events, pamphlets, and brochures.
7. Participates in public relations and information programs by working with and providing outreach to schools, non-profit organizations, citizens, and community groups; participates in City-wide special events and related functions.
8. Provides staff support to citizen advisory bodies appointed by the City Council.
9. Prepares a variety of regular and special reports and records on operations and activities related to the Recreation Division.
10. Makes presentations at City Council, boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.

11. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of recreation.
12. Responds to and resolves citizen inquiries and complaints.
13. Performs related duties as required.

QUALIFICATIONS:

Knowledge of:

Operational characteristics, services, and activities of municipal recreational and community services programs; theories, principles, operational practices and trends of public recreation program development and administration, including laws, regulations, and safety measures used in the operation of recreational programs; marketing theories, principles and practices and their application to recreation programs; principles of public administration; customer service skills and techniques; principles and practices of recreational program development and administration; office procedures, methods, and equipment including computers and applicable software applications; principles and practices of municipal budget preparation and administration; principles of supervision, training, and performance evaluation; pertinent federal, state, and local laws, codes, and regulations; city rules and regulations impacting the work.

Ability to:

Oversee and participate in the management of a comprehensive recreation program. Supervise, direct, and coordinate the work of lower level staff; select, supervise, train, and evaluate staff; participate in the development and administration of division goals, objectives, and procedures; research, analyze, and evaluate new service delivery methods and techniques; prepare and administer program budgets; manage programs and services; utilize and maximize available resources to meet recreation program and service goals; conduct studies, analyze data, and draw sound conclusions; elicit community and organizational support for recreation programs; respond to requests and inquiries from the general public; prepare clear and concise reports; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; interpret and apply federal, state, and local policies, laws, and regulations; exercise tact and deal effectively with officials and representatives of other jurisdictions, departments and the general public; demonstrate an awareness and appreciation of the cultural diversity of the community; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education/Training: A Bachelor's degree from an accredited college or university with major course work in recreation administration, business administration, public administration or a related field.

Experience: Six years of responsible recreation program development experience including two years of administrative and supervisory responsibility.

License or Certificate - Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Environment: Standard office setting including significant portion of the work performed indoors; incumbents may be required to work extended hours including evenings and weekends; work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate a variety of office equipment frequent sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils; frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; occasional squatting, kneeling, and reaching above and at shoulder height; moderate grasping to manipulate reference books and manuals; lifting objects weighing 26-50 lbs. from below waist to above shoulders and transporting distances up to 50 feet; operating city vehicles to transport equipment and materials as well as attend offsite meetings.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction; ability to hear in noisy conditions, outdoors and public meetings.