

CITY OF TOPPENISH

Class Specification

Title: Activities Program Manager

Department: Public Works

Reports To: City Manager

FLSA Status: Exempt

Salary: Grade 3

Union Status: Non-Rep

Effective Date: April 3, 2023

General Summary

Under general direction, plans, organizes, administers, directs, and evaluates a variety of city-wide recreation and services for all ages. Duties include aquatics, adult and youth sports, recreation and leisure programs and services, special community events, and the city's volunteer program. Responsible for the development, maintenance and operations of recreation and aquatic facilities and equipment. Hire, train and evaluate seasonal personnel for aquatics and volunteers. Prepare and present recreation and aquatic budgets and financial reports. Responsible for the development and management of short and long-term plans, rules, regulations, and policies for the operations of recreation, aquatics, special events, and volunteer programs. Actively participates in short- and long-range parks and aquatic capital planning.

Essential Functions/Major Responsibilities

Plans, organizes, and directs the City's recreation programs for all ages in parks, playgrounds, community recreation centers, and swimming pool; develops and recommends the implementation of new programs; and reviews and evaluates present program offerings.

Supervises and coordinates all phases of individual and team sports activities such as soccer, basketball, and softball. Organizes, promotes, conducts, and directs special City events and activities. Secures locations and facilities. Determines, orders, and purchases program needs including equipment, recognition awards, and other items as needed.

Selects, coordinates, and schedules temporary and volunteer staff ensuring sufficient staff to conduct activities. Provides on-site supervision as needed to ensure smooth operation of programs including training and supervision of temporary staff and volunteers.

Reviews, develops, recommends, and evaluates programs, classes, and events based on community and user interests and trends. Assists in preparing program cost estimates and fee schedules.

Ensures customer/participant needs and interests are addressed courteously, politely, and professionally. Receives, investigates, and responds to customer concerns or complaints within assigned areas. Advises supervisor of activities, problems, and potentially controversial matters.

Schedules, assigns, and determines facility usage for programs which may involve collaborating with schools and interest groups. Responsible for resolving facility concerns such as safety, security, maintenance, and staffing. May be responsible for the daily maintenance needs of parks and recreation facilities. Evaluates fields and facilities to determine playing condition, ensures conditions are safe and usable for scheduled activities. Determines need to cancel and reschedule programs in the event of inclement weather. Coordinates facility use with schools and public facilities in accordance with agreements for shared use of facilities.

Establishes and recommends fees and budget needs for various activities. Monitors program expenditures and revenues. Recommends capital improvement projects. Serves as liaison with community groups and evaluates public needs and interests and makes recommendations for programming additions and changes. Develops sponsorships and seeks program donations or grant funding.

Evaluates and tracks use of time, equipment, and materials. Analyzes and recommends fees for programs and activities. Plans purchase of and purchases equipment and supplies for existing and developing activities and retail sales; assures sufficient inventories. Prices resale items. Obtains facilities equipment and capital equipment in accordance with City purchasing procedures. Maintains quality and health standards in accordance with state and local statutes. Obtains licenses as appropriate and maintains sales reports.

Serves as a member of local advisory committees and other community groups. Serves as liaison representing the city as needed. Meets with the Parks and Recreation Commission as needed providing information on programs, issues, and other matters. May present reports to the City Council as needed.

Promotes and publicizes programs and activities. Prepares City's Parks and Recreation Program Guide. Uses computer equipment to produce brochures, pamphlets, fliers, and related materials outlining activities for public distribution. Prepares public service announcements.

Contributes to and fosters an attitude among staff that encourages cooperation and coordination of efforts and efficient use of resources. Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide exceptional customer service to internal and external customers.

Requires regular and reliable attendance.

May be on call in the event of emergencies.

Performs other related duties as assigned.

SPECIFIC JOB KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: the principles, practices, and philosophy of modern recreation; the methods, techniques, materials, equipment, and safety precautions used in planning and organizing

recreational programs and facilities; the field of municipal aquatics recreation that is inclusive of programs for all ages and abilities; local, state and federal rules, laws, and policies affecting general recreation for all ages; public funding sources, grant application processes, capital improvement programs, budget preparation and monitoring, and community involvement; municipal budgeting processes; best principles and techniques of supervision and leadership; practices and principles of work flow and systems analysis; record-keeping systems, processes, and practices; principles and practices for project and financial management; municipal records retention procedures and techniques. Demonstrates knowledge and sound judgement with regard to public disclosure and confidentiality standards, techniques and strategies for dissemination of written and verbal information to a wide range of individuals, including but not limited to City employees and members of the public; computer spreadsheets; databases; industry applications; Microsoft Office Suite including Excel; office equipment; professional office procedures and practices; and computerized budget management practices.

Ability to: plan, organize, and evaluate recreational programs; coordinate various aspects of a recreational program, schedule events, promote citizen participation, and estimate equipment needs; select, assign, train and supervise the work of temporary employees and volunteers engaged in recreational and aquatic program activities; plan, coordinate, organize, and evaluate varied recreational and aquatic programs, leisure, and social services; analyze programs, concerns and issues and develop appropriate courses of action or recommendations; coordinate various aspects of a recreational program, schedule events, promote citizen participation, and estimate equipment needs; communicate effectively, both orally and in writing and to comprehend and explain technical program and safety materials; resolve conflicts fairly and objectively; establish effective working relationships with federal, state and local authorities, special interest groups, funding sources, co-workers, staff and the public.

Must be able to communicate clearly and effectively with employees, members of the public representing diverse education and background and with individuals at all levels of government utilizing well developed communication skills, both written and oral, with appropriate use of business English, including, but not limited to, correct grammar, vocabulary, spelling, and punctuation. Must be able to interpret documents such as safety rules, regulations, operating and maintenance instructions, and procedure manuals. Ability to draft routine reports, compose letters and other written documents, as necessary.

Ability to work extended hours as needed to fulfill supervisory responsibilities.

WORKING ENVIRONMENT:

Work is often performed in an office environment while sitting at a desk or computer terminal for extended periods. Must be able to distinguish color and maintain long-term and short-term memory. Work involves walking and using hands to handle, feel, or operate objects or controls and reaching with hands and arms and occasional standing and sitting for excessive periods. Occasional bending/stooping/kneeling. Occasional heavy work includes lifting and carrying up to fifty (50) pounds. On rare occasions may be required to lift heavier weight with the assistance of others or mechanical devices. Occasionally ascends/descends stairs, ladders, and other inclines while maintaining balance. Constant use of all senses including feeling/talking/hearing/seeing while performing duties and while communicating with co-workers or general public and completing all tasks as assigned. Work requires travel to a variety of locations and includes walking to and from the recreation building and aquatics facility throughout the day during times

of intense heat. May work outside with all weather extremes and may be exposed to animals, insects, pollen, dust, dirt, water, and/or rough terrain. Will be required to wear safety protective gear when necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Unusual Working Conditions

Frequent extension of workday or varying hours worked to meet deadlines. May work split shift, evenings and/or weekends. May come in contact with angry, upset, or emotionally disturbed individuals. May work outside under extreme weather conditions and be exposed to dirt, dust, pollen, stinging and biting insects and animals.

EXPERIENCE AND TRAINING REQUIREMENTS:

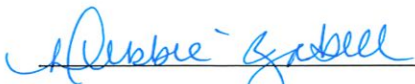
College-level course work in recreation and leisure studies or related field required; a degree in recreation and leisure studies is preferred; and five (5) years of progressively responsible experience as a program manager or a related position in a public or private recreation program involving the planning and scheduling of recreational activities; or any combination of education and experience which would provide the applicant with the desired skills, knowledge, and ability required to perform the job.

Must pass background investigation regarding applicant's aptitude, character, judgement, credit, driving record, and criminal history.

Must possess and maintain an Aquatic Facility Operator (AFO) certification within 12 months of employment.

Must possess and maintain a valid Washington State Driver's License and a Basic First Aid/CPR certificate within six months of employment.

APPROVED:



Debbie Zabell, City Manager



Date

4/4/2023: Update title from coordinator to manager & reports to CM