



UPPER MACUNGIE
TOWNSHIP

Job Description
Recreation Manager

Status: Exempt	Department: Administration
Supervision Received: Under the direction of the Township Manager	Positions Directly Supervised: 2+ employees; full-time, part-time, seasonal

Basic Function: This position is responsible for the Township's recreation department operations, programs and finances including, but not limited to: preparing an annual budget; supervising, managing, and evaluating all recreation operations and work of subordinates; issuing written or verbal directives to correct deficiencies; ensuring interdepartmental collaboration for activities; assessing programs and providing oversight and guidance; seek partnerships with private and public entities; attending meetings and conducting presentations to the Board of Supervisors, committees, associations and civic groups, etc.; coordinating the maintenance of recreation facilities; manage the scheduling of recreation facilities; overseeing and managing contracts including Request For Proposal's, bids, purchase orders and approving expenditures; developing and managing a capital improvements budget; establishing and implementing departmental policies, goals, objectives and procedures; overseeing program marketing and promotion; preparing, review, and maintaining various operations reports, work schedules, attendance logs, inventories, revenue and expense figures; rectifying citizen complaints; performing all other related duties as assigned.

Essential Duties and Responsibilities:

1. Ensures a broad range of public recreation activities, programs and events are performed professionally for the people of all ages and abilities; develops a strategic annual plan of programs and promotes effectively and frequently through various means of media; determines community needs through surveys; develops and tracks program attendee satisfaction evaluations and utilizes for future planning and reporting efforts.
2. Assists the general public, customers, and/or township employees in person or by phone answering inquiries related to department services, programs, and records; oversees and assists with administering reservation schedules for parks, ball fields, and community center events; receives complaints and attempts to resolve them; explains rules policies, and procedures; explains the proper use and completion of forms and documents.
3. Communicates and initiates cooperation with the Parkland School District, special interest groups, and committees on a regular basis regarding department services and programs; attends meetings representing the department and promoting benefits offered to the community; responds to and resolves concerns expressed by the public and/or program participants; evaluates and expands programs to meet the needs of the community. May consult with school officials, youth sport

groups and other public and private agencies in seeking solutions to widen the township's program offerings. Communicates and works with individuals, community groups and committees to stimulate broad-based partnerships and develop program support.

4. Responsible for the preparation and administering of department budget and authorizes expenditure; prepares special and recurring reports; reviews and analyzes expenses, revenues and percentages and prepares corresponding summary reports; establishes individual program profit/loss statements as needed; reviews revenue and expense receipts and handles petty cash, reconciliations, etc.; tracks receipts and registrations via the computer; purchases and maintains supplies and equipment; evaluates programs and implements changes to ensure cost effectiveness and desired objectives of activities; prepares and writes grants, solicits sponsors for programs and events for various recreation needs and to offset costs of recreation events.
5. Responsible for the development of departmental goals, objectives, policies, and procedures; ensures compliance with established policies, procedures and regulations including personnel management, community center operations, building maintenance and facility reservations; develops written policy and procedural manuals as appropriate; develops and implements risk management plan.
6. Directs marketing and advertising of the recreation department's programs and activities; approves and helps prepare a variety of general correspondence, articles, newsletters, activity calendars, and/or instructions; prepares flyers, brochures, and other promotional information to assist in marketing programs.
7. Posts and consolidates an assortment of statistical information on activities and prepares a variety of routine informational and/or statistical reports. Tracks attendance and registration numbers for all recreation programs and data to create monthly and annual department reports of events and programs.
8. Performs regular and random site inspections and program visitations to ensure quality of program and safety of participants during facility use and activities; monitors building or event participants during activities or facility hours of operation to ensure orderly conduct, intervening as necessary following all established policies and procedures.
9. Attends Park and Recreation Board meetings to provide formal updates, highlights, reports, and guidance; uses expertise and experience to evolve Park and Recreation Board; receives recommendations from the Parks and Recreation Board; reports Park and Recreation Board meeting information to the Board of Supervisors and Township Manager and responds to questions in a timely manner.
10. Organizes and develops seasonal activity guide; promotes recreation center and programs through a variety of media sources; oversees the composition and distribution of flyers, press releases, and other promotional information and material. Monitors and updates the Department's social media pages and website pages and explores other advertising methods to enhance program marketing efforts.
11. Represents the Township as a professional recreation agency and secures membership with professional state and national organizations; attends conferences, workshops, and other professional trainings to keep abreast of

current trends, laws, and policies; submits applications for awards and other recognitions.

12. Other duties as assigned.

Education /Knowledge/Experience:

- A bachelor's degree from an accredited college or university with a major in Parks and Recreation Management, or other related field; or any equivalent combination of training and experience.
- Five (5) years administrative and customer service experience with financial recordkeeping responsibilities, with at least one (1) of those years in a supervisory capacity; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.
- Seven (7) years of full-time recreation administration and supervision experience that includes finance, maintenance, supervision; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.
- Knowledge of theories, principles, and techniques of recreation and/or leisure services; through understanding of activities that make for successful community recreation programs; ability to analyze community leisure service needs and evaluate program effectiveness
- Knowledge of principles and practices of facility operations and general facility and equipment maintenance
- Knowledge of principal of budget preparation and control.
- Knowledge of regulations and requirements for use of Township properties for recreation and events.
- Knowledge of federal, state, and local grant funding sources; ability to complete applications and experience in successful grant applications.

Certifications/Licenses:

- Possession of a valid Pennsylvania Driver's License, with an acceptable driving record.
- Parks and Recreation Professional (CPRP) certification preferred.
- Red Cross First Aid, CPR, and AED certifications required within one (1) year of start of employment.

Competencies:

- Analysis/Reasoning- Examines data, draws conclusions, and solves problems; applies logic to analyze and categorize complicated information.
- Accountability/Dependability- Takes personal responsibility for the quality & timeliness of work, achieves results with little oversight.
- Attention to Detail.
- Adaptability/Flexibility- Adapts to changing business needs, conditions, & work responsibilities and works with variety of situations, individuals, groups, & varying customer needs.
- Communicate effectively: Able to speak and read English Language; has ability to understand and follow both written and verbal directions. Requires the ability to

deal with stressful situations to convey understanding and empathy while addressing issues and maintain professionalism in public situations.

- Computer (Literacy) Skills- Proficient in Word, Excel, Outlook, and other systems that would be utilized by the Department on a regular basis.
- *Customer Focus –commitment to serve the public; build and maintain customer satisfaction with the services offered by the Township; provides excellent service to the public; handling citizen inquiries and complaints.
- Confidence.
- Decision Making & Judgement- Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.
- Interpersonal/Collaborative Skills- Gets along and interacts positively with co-workers and others; understands and relates to others.
- Mathematical Reasoning with accuracy.
- Initiative- Identifying what needs to be done and doing it before being asked/before the situation requires it.
- Interpersonal/Collaborative Skills- Gets along and interacts positively with co-workers and others; understands and relates to others.
- Organizational Skills
- Managing Performance- Takes responsibility for one's own or one's employees' (staff/department) performance, setting clear goals & expectations, tracking progress against goals, ensuring feedback, and addressing performance problems/issues promptly; self-management/time-management.
- Tact- Handles challenging or tense situations in a positive manner: ability to handle stressful and emotional situations, as well as exhibit professional and keep calm in public situations.
- Team Leadership/Teamwork/Staff Management

Physical Requirements/Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work is performed inside in a professional work environment and outside for various recreation events/programs; driving to and from a variety of recreational events, facilities and meetings is required.

The employee is potentially exposed to adverse environmental conditions (e.g.: wet and/or humid conditions, fumes or airborne particles, extreme cold, extreme heat, loud noise, etc.).

This position will require mobility (sitting, standing, walking, bending, climbing etc.) up to eight (8) hours a day in the setting. May lift and pull objects up to twenty (20) pounds.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; use hands to finger, handle or feel objects, and reach with hands and arms. The employee occasionally is required to stand; walk; climb or balance; and stop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to focus.

Position Type and Expected Hours of Work:

This is a full-time, exempt, position. Typical days and hours of work are Monday through Friday. May work in excess of 40 hours a week, when required; may attend evening meetings.

Other Duties:

Please note this job description is not designed to cover or contain comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.
