City of Council Bluffs

Job Description

Recreation & Events Manager

Department: Parks & Recreation
Supervisor: Director of Parks & Recreation
Location: City Hall
FLSA Status: Exempt
Prepared By: Mallory Davis, Recruiter
Prepared Date: February 2019

Summary: An employee in this class is responsible for planning, promoting, implementing, and supervising all special event and outdoor recreation programs and services, including but not limited to: coordination of all Parks and Recreation special events, outdoor recreation programming, Tom Hanafan Park programming, select facility rentals, and equipment rentals.

Essential Duties and Responsibilities: includes the following.

- Works with the Director and community partners to establish priorities, goals, and objectives
- Evaluates programs, activities, and services provided
- Ensures employees are held to City's safety, security, and loss control standards
- Creates a positive experience for staff and patrons through professional and courteous behavior and effective problem solving resolution
- Identifies operational changes needed to achieve service, revenue generation, and cost containment goals
- Develops operational, educational, recreation, and programming strategies for Tom Hanafan Park and other City parks including but not limited to Bayliss, Vincent Bluff, and the Recreation Complex
- Pursues educational grants, special events, and rentals maximizing facility usage and outdoor activities
- Serves as the liaison for community outreach projects and special events
- Establishes appropriate fee schedules and staff procedures
- Evaluates activities, programs, and sites for participation and effectiveness
- Creates, develops, evaluates, and facilitates successful, well-attended and when applicable profitable events and programs
- Identifies new special events utilizing the diverse facilities and parks that the City has to offer

- Meets with outside groups and guide staff; attends meetings; and identifies needs, resources, and work with local, State, and Federal agencies and Associations to develop goals and outdoor recreation strategic plan
- Develops and evaluates program costs and revenues as assigned
- Develops, implements, and updates facility safety standards and customer service standards
- Professionally responds to inquiries, questions, and complaints from participants
- Responds to emergencies involving participants and staff
- Communicates professionally and effectively and works cooperatively with all Department staff, other departments, agencies, and the general public
- Supervises the implementation and compliance of policies and procedures
- Provides onsite supervision and program leadership as needed
- Participates and collaborates with other federal, regional, state, and local educational/non-profit agencies, districts, and programs to promote and coordinate offerings and negotiate and/or administer contractual agreements for services/facilities
- Works with staff and the Communications Officer to develop and administer on-going marketing plans and strategies to effectively promote programs and activities of the Department
- Directs and participates in the development, review, and evaluation of programs offered to ensure that program services meet community needs
- Implements, monitors, and reviews service delivery processes
- Ensures departmental program services are in compliance with relevant laws, regulations, and guidelines
- Prepares/recommends annual department budget and monthly budget projections
- Monitors expenditures and revenues to remain within established budgetary constraints
- Monitors subsidy levels
- Makes necessary adjustments to programs and services to meet the City's goals and objectives
- Oversees department supply and material purchasing
- Authorizes repairs or services within authorized spending limits
- Actively pursues alternative revenue-generating opportunities for the Department in conjunction with the Director
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Directly supervises the Recreation & Events Coordinator and Seasonal Aquatics Coordinator within the Parks & Recreation Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
- Bachelor's Degree in related area of study
- Master's Degree, desirable
- Five (5) to seven (7) years of related experience
- Three (3) to five (5) years of supervisory experience
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities

Certificates, Licenses, Registrations:
- First Aid and CPR/AED

Physical Demands:
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The employee must be able to occasionally lift and work with up to fifty (50) pounds.
- The employee must be able to frequently lift and work with up to ten (10) pounds.
- The employee must be able to continuously lift and work with up to five (5) pounds.
- Work is primarily performed in an office environment but may have exposure to adverse weather conditions related to outdoor recreation events.

Other Skills and Abilities:
- Extensive experience in coordinating and planning large-scale, community, and creative events
- Strong organization skills with exceptional attention to detail while managing multiple tasks and changing priorities
- Considerable knowledge of the methods involved in developing, implementing, and evaluating recreational programs
- Particular knowledge related to outdoor recreation and historic educational program design desired
- Knowledge of grant writing and sponsorship recruitment
- Maintain appropriate records and prepare accurate reports
- Exercise good judgment, problem solving, and decision making skills
- Work independently with accountability
- Excellent written and verbal communication skills
- Establish and maintain positive working relationships with staff, volunteers, participants, community groups, and the public
- Ability to work a variety of shifts, length of shifts, and days of the week as events/programs require