



Park Operations Manager

Department: Park
FLSA Status: Exempt
Salary Grade: 30

SUMMARY DESCRIPTION

Under general supervision of the Director, Incumbent is responsible for managing and coordinating the day-to-day services and operational activities of the Santee Lakes Recreation Preserve. Duties include: revenue generation, evaluating, implementing and/or recommending changes to programs, services and policies concerning Park & guest issues; handling unusual or escalated guest issues, correspondence, non-routine problem resolution; supervision of Outside Park & Recreation staff and volunteer campers by providing training and directing workloads; overseeing compliance with state and Padre Dam Rules & Regulations where they pertain to Parks & Recreation, maintaining communications between management, staff, volunteers, and guests; conducting performance evaluations; collaborating with other departments and committees on various interdepartmental issues, collecting and analyzing data for various state, county, agency and Padre Dam reports; and preparing and enforcing budget expenditures for the department; and other duties as may be assigned. The Park Operations Manager works irregular hours, varied shifts, weekends and holidays, and is required to be available by phone for emergencies while off duty.

ESSENTIAL DUTIES

1. Manages the Santee Lakes outside service operations programs within a designated geographical area, which includes park facilities and structures, horticulture, lakes maintenance, wildlife management and associated activities. Designs and implements programs and services to promote the Santee Lakes brand development and further its goals and objectives. Assumes day-to-day oversight and management responsibility for all services and activities that take place at Santee Lakes.
2. Participates in interviews and recommends selection of employment candidates; establishes performance expectations and standards for the department; oversees plans and actions for employee development; prepares and conducts employee evaluations; conducts informal counseling on work issues; prepares documentation and works with HR to develop improvement plans to address work performance problems/deficiencies; and recommends approved disciplinary actions.
3. Takes a managing role in training and developing service standards among staff with direct customer contact. Serves as ombudsman for the customer's perspective in developing

operational strategies, policies, and programs; identifies and designs needed process improvements to enhance guest experience.

4. Monitors and surveys visitor satisfaction levels, investigates complaints, has authority to resolve and assists with assuring a quality customer service program.
5. Establishes and approves goals and objectives; measures and evaluates results and outcome of programs and activities, and recommends adjustments to achieve program and department goals.
6. Identifies opportunities for improving service delivery methods and procedures; identifies resources needs; reviews with appropriate management staff and implements improvements.
7. Prepares cost center budget and makes spending recommendations. Develops, negotiates and recommends contracts and agreements; monitors contractor performance and implements appropriate control methods.
8. Manages individual program budgets; tracks revenue and expenses to ensure budget projections are met. Creates and analyzes data to develop budget reports. Assist with the development and administration of the Park's annual budget; forecasts funds for staffing, equipment, materials, supplies; monitors and approves expenditures; recommends and implements adjustments as necessary. Orders materials and supplies and reconciles with accounting.
9. Manages the development and implementation of various recreation programs, activities and events at Santee Lakes, including recreational and community events; coordinates with other organizations (i.e. City of Santee Community Services Department, area school districts, San Diego County Department of Public Recreation etc.).
10. Responsible for the management of the Santee Lakes Volunteer Program. Duties include: strategic visioning, staffing, training, problem resolution, establishing goals and objectives; measuring results and continued process improvement.
11. Prepares a variety of forms and documents such as customer correspondence, Park maintenance schedules, Board presentations and budget reports.
12. Investigates and implements creative funding opportunities. Seeks donations to offset the cost of programs and Special Events.
13. Maintains awareness of trends in recreation and park operations and makes appropriate recommendations.
14. Performs other duties of a similar nature or level.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Common public relations courtesies, practices and techniques;
2. Occupancy laws and safety and health codes related to managing a recreational park and campground;
3. Intermediate Park accounting practices;
4. Customer service techniques;
5. Budget Management;
6. Park & Facility Maintenance practices;
7. Contract Management and oversight, best general construction practices, basic plumbing, and electrical knowledge;
8. Methods of enlisting the support and cooperation of the public;

9. Advanced knowledge of practices and techniques in the area of parks, campground and recreation;
10. Safe boat operation;
11. PC Network systems and applicable software;
12. California Department of Fish & Wildlife laws and regulations. Ability to properly identify fish species;
13. First Aid and Cardiopulmonary Resuscitation (C.P.R.);

Skills/Abilities:

1. Monitoring, mentoring and evaluating staff. Long-range planning,
2. Developing, interpreting and enforcing policies and procedures;
3. Solving problems by gathering, analyzing and interpreting data;
4. Budget preparation and analysis;
5. Proficiency with computer, word processing, email, spreadsheet programs and various office equipment; knowledge of database structures; Ability to handle stressful situations, work under pressure and meet multiple competing deadlines;
6. Communication, interpersonal skills as applied to interaction with co-workers, management, the public, etc., sufficient to exchange or convey information and to receive and regulate work direction;
7. Recreation and leisure program administration;
8. Interpretation and enforcement of park and campground rules and regulations;
9. Reading, writing and performing mathematical calculations at the level required for successful job performance;
10. Volunteer program operations and management;
11. Establishing and maintaining effective relationships with those contacted in the course of work;
12. Operating District Vehicles

Training/Experience Required:

1. Associates Degree in recreation administration, park management, business administration, leisure services or a related field and five years' experience in the field of recreation, park management, community service, hospitality, leisure services, travel and tourism or customer service, preferred OR
2. An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Bachelor's Degree preferred.

Licensing Requirements:

1. Valid California Driver's License.
2. CPR and First Aid Certificate

Safety Priorities:

1. Knowledge of general office and field safety;
2. Proper reporting of safety violations, accidents and injuries, occupational hazards and standard safety practices, procedures and regulations;
3. Completes required and assigned safety and training assignments in a timely manner,
4. Understands proper lifting techniques,
5. Ensures that staff is adequately trained in general office safety;
6. Reads, understands and complies with District safety policies;
7. Attends staff safety meetings;
8. Reports all accidents, violations or infractions as required;
9. Ensures that departmental functions are carried out in a safe and efficient manner;

10. Ability to work in a safe and efficient manner and ensure that all safety training is completed by staff.

Physical Requirements:

1. Positions in this class typically require: climbing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling, talking, hearing and seeing.
2. Incumbents may be subjected to moving mechanical parts, electrical currents, fumes, odors, dusts, gases, poor ventilation, chemicals, oils and travel.
3. Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Classification History:

Date: 8/01; 1/02; 7/04 (title change from Park & Campgrounds Manager); 1/05; 09/15 (Title Change from Park & Recreation Manager), 03/23