



Park & Recreation Supervisor – Inside Operations

Department: Park
FLSA Status: Non-Exempt
Salary Grade: 20

SUMMARY DESCRIPTION

Incumbent is responsible for assisting the Park Recreation Manager with the supervision and coordination of the day-to-day services and operational activities of the Santee Lakes Recreation Preserve. Duties include: providing excellent customer service; providing information and assistance to Santee Lakes visitors and guests; scheduling and organizing daily activities; developing and implementing recreation activities and special events; scheduling staff assignments and coordinating responsibilities; training and supervising employees; protecting Santee Lakes facilities and resources; assuring appropriate application and implementation of Padre Dam and Santee Lakes policies and procedures; preparing and processing a variety of correspondence, documents and forms; maintaining files, records and contracts; ordering program and facility supplies as needed; observing, explaining, communicating and/or enforcing Santee Lakes policy; initiating purchasing within budget parameters; managing vendor contracts and relationships, developing and maintaining positive community and employee relations; maintaining daily, weekly and monthly occupancy and park use records researching, assisting, and resolving problems.

ESSENTIAL DUTIES

1. Assists the Park Recreation Manager with 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.).
2. Assists the Park Recreation Manager with the administration of Santee Lakes' policies, procedures, safety and enforcement programs. Opens and closes inside Park facilities. Supervises part-time Park & Recreation Aide employees. Fills in for the Park Recreation Manager in their absence.
3. Participates in interviews and assist with recommending selection of employment candidates; trains and supervises employees; assists with establishing performance expectations and standards for the department; monitors plans and actions for employee development; prepares and conducts employee evaluations; conducts 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.

4. Assists with monitoring and surveying visitor satisfaction levels, investigates and resolves customer complaints and assist with assuring a quality customer service program.
5. Supervises individual program budgets; tracks revenue and expenses to ensure budget projections are met. Makes spending recommendations to Park Recreation Manager.
6. Oversees the daily operations of the General Store and boat rental dock. Purchases a variety of products and manages inventory and pricing to increase revenue. Supervises employees and ensures sufficient staffing levels to meet the needs of customers.
7. Maintains awareness of industry trends and makes appropriate recommendations.
8. Prepares or approves daily cash balancing and deposit reports, researches and resolves discrepancies. Reviews campsite and day-use occupancy reports.
9. Prepares a variety of forms and documents such as internal and external customer correspondence, schedules and reports; maintains files and/or records.
10. Orders materials and supplies, and processes inside Park invoices.
11. Supervises the RV Storage facility wait list, contracts and customer payments.
12. Assists the Park Recreation Manager with reservations system management and programming including formatting and the creation of invoices, reports, and collection of accounts receivable. Processes customer reservations and refund requests. Reviews Campsite meter reads and processed customer electric bills,
13. Visually observes and inspects Santee Lakes for safety hazards. Ensures visitor safety and rule compliance. Investigates, reports and documents incidents involving rule violations, accidents, vandalism and emergency response.
14. Facilitates external vendor relations within the Park and monitors contractual agreements. Ensures Park needs for due diligence, risk assessment, and continuing vendor monitoring are being accomplished. Tracks, measures, evaluates, and reports vendor performance. Troubleshoots all vendor issues and presents to management as required. Identifies improvement areas.
15. Supervises concessionaire relationship including hardware maintenance agreements, kitchen and dining deck equipment warranties, and financials. Acts as the liaison between the concessionaire and Park staff. Coordinates all vendor management tasks inclusive of working with the concessionaire and internal employees. Collaborates with the Park Recreation Manager to ensure General Store inventory does not conflict with concessionaire inventory.
16. Oversees the Food Cart policies and procedures including golf cart maintenance/safety, product inventory, hours of operation, staffing levels, food cart location optimization, loading, unloading and product storage and the opening and closing process.
17. Performs other duties of a similar nature or level.

Knowledge Required:

1. Common public relations courtesies, practices and techniques;
2. Occupancy Laws and safety and health codes related to managing a recreational Park and campground, and convenience/food store operation;
3. Intermediate Park accounting practices
4. Customer service techniques;
5. Park and facility maintenance practices;
6. Methods of enlisting the support and cooperation of the public;
7. Advanced knowledge of practices and techniques in the area of parks, campground and recreation;
8. Safe boat operation;
9. PC Network systems and applicable software

10. First Aid and Cardiopulmonary Resuscitation (C.P.R.)

Skills Required:

1. Reading, writing and performing mathematical calculations at the level required for successful job performance;
2. Using diplomacy, tact and firmness in working with the public;
3. Recreation and leisure program administration;
4. Marketing and advertising principles;
5. Supervisory theories and principles and evaluating staff;
6. Interpretation and enforcement of park and campground rules and regulations;
7. Proficiency with computers, word processing, email, spreadsheet programs, and various office equipment including phones, copiers, and fax machines; knowledge of database structures;
8. Understanding and carrying out oral and written instructions;
9. Establishing and maintaining effective relationships with those contacted in the course of work;
10. Working irregular hours, varied shifts, weekends and holidays, often alone;
11. Operating District vehicles and mobile telephone;
12. Remaining calm in stressful situations; ability to work under pressure and meet multiple competing deadlines;
13. Adhering to established procedural and safety requirements of the job as a constant job behavior and to use good judgment in responding quickly and reasonably to unanticipated personal safety problems;

Training/Experience Required:

1. Associate's degree in recreation administration, park management, business administration, leisure services or related field and/or 5 years' experience in the field of recreation, park management, community service, leisure services, travel and tourism or customer service; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above..

Licensing Requirements:

1. Valid California Driver's License.
2. C.P.R. and First Aid certificate (within 6 months of hire)

Safety Priorities:

1. Knowledge of general office and field safety, safety when working around traffic in the public right of way, defensive driving techniques, proper body mechanics when moving materials, use and care of Personal Protective Equipment, and safe storage and handling of hazardous chemicals.
2. Understanding of Padre Dam's Safety Rules and Regulations, accident and injury reporting policies and Padre Dam's Policy and Procedures for Violence in the Workplace.
3. Ability to complete safety training and work in a safe and efficient manner.

Physical Requirements:

1. Positions in this class typically require: standing for long periods of time, sitting, walking, grasping, talking, hearing, seeing and repetitive motions.
2. 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.

OR

3. Positions in this class typically require: standing for long periods of time, sitting, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.
4. Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Classification History:

Date: 4/98; 5/02; 7/04; 1/05, 01/16, 02/20, 03/22