



Park & Recreation Supervisor – Outside Operations

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

SUMMARY DESCRIPTION

Incumbent is responsible for assisting the Park Operations 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; assisting with the coordination of marketing programs ; assisting with developing and implementing recreation activities and special events; scheduling staff assignments and coordinating responsibilities; supervising the Santee Lakes maintenance program that includes Lake Maintenance and on occasion, volunteer campers by providing training and directing workloads; protecting Santee Lake facilities and resources; assisting with compliance of state and Padre Dam Rules and Regulations where they pertain to Parks & Recreation; collaborating with other departments and committees on various interdepartmental issues, collecting and analyzing data for various state, county, agency, and Padre Dam reports; 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; developing and maintaining positive community, employee, and volunteer relations; researching, assisting, and resolving problems. The Outside Park and Recreation Supervisor works irregular hours, varied shifts, weekends and holidays.

ESSENTIAL DUTIES

1. Supervises the Santee Lakes outside services operations programs within a designated geographical area, which includes park facilities and structures, horticulture, lake 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. Assists with the day-to-day supervision of all services and activities that take place at Santee Lakes.
2. Participates in interviews and assist with recommending selection of employment candidates; 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. Fills in for the Park Operations Manager in his or her absence.

3. Supervises 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.)
4. Supervises Santee Lakes maintenance programs and repairs, including scheduling and directing the work of contract labor. Oversees the Lakes Maintenance Program. Duties include: staffing, training, scheduling, pesticide handling and application, filling out specialized reports, keeping accurate records, maintaining equipment, collaborating with other District Departments on establishing goals and objectives for maintaining a healthy Aquaculture, and ensuring compliance with District, county, state, and federal regulations.
5. In the absence of the Park Operations Manager, supervises members of the Santee Lakes Volunteer Program.
6. Supervises individual program budgets; tracks revenue and expenses to ensure budget projections are met. Makes spending recommendations to Park Operations Manager.
7. Prepares a variety of forms and documents such as customer correspondence, Park maintenance schedules and reports, and Park Committee presentations; maintains files and/or records.
8. Orders materials and supplies, and processes invoices.
9. Assists with monitoring and surveying visitor satisfaction levels, investigates complaints, has authority to resolve, and assists with assuring a quality customer service program.
10. 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.
11. Maintains awareness of trends in recreation and park operations and makes appropriate recommendations.
12. 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;
3. Intermediate Park accounting practices;
4. Customer service techniques;
5. Park facility, and lake maintenance practices;
6. Contract oversight, best general construction practices, basic plumbing, and electrical knowledge;
7. Common pesticides used in control of insects, vertebrates, aquatic weeds and algae, and weeds;
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 and Wildlife laws and regulations. Ability to properly identify fish species;
13. 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 computer, word processing, email, spreadsheet programs, and various office equipment; Knowledge of database structures;
8. Ability to handle stressful situations, work under pressure and meet multiple competing deadlines;
9. 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;
10. Understanding and carrying out oral and written instructions;
11. Establishing and maintaining effective relationships with those contacted in the course of work;
12. Working irregular hours, varied shifts, weekends and holidays, often alone;
13. Operating District vehicles and mobile telephone;
14. Remaining calm in stressful situations;
15. 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. Qualified Applicator Certification (QAC) from the State of California (within 1st year of hire);
3. 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, fingering, 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, 03/22, 03/23