CLASS SPECIFICATION
Parks and Recreation Zone Support Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, directs and evaluates the work of supervisors and staff responsible for providing construction, maintenance, and fleet management services for City parks and recreation facilities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents of this class plan, organize, direct and inspect the work of supervisors and staff engaged in fleet management, construction, asset maintenance and improvement of City parks and recreation facilities. Responsibilities and assignments are broad in scope and require independent judgment on issues that are complex, interpretive and evaluative in nature. The work of this class involves significant accountability and decision-making responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned supervisors and staff; with staff, develops, implements and monitors work plans to achieve work unit mission, goals and performance measures; participates in developing and monitoring performance against the work units annual budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.

2. Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.

3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Participates in the development, implementation and administration of programs, policies, guidelines and procedures related to fleet management, and engineering, construction, and maintenance of the City's parks and related facilities.

5. Working with Division Management Team, establishes, implements, monitors and reports on an annual business plan which complies with the bureau's strategic plan; evaluates services and recommends improvements; contributes to the development and implementation of the bureau's total asset management strategy.

6. Ensures the work unit's activities are in compliance with relevant laws, regulations, and guidelines; ensures all property maintenance obligations are undertaken in accordance with approved asset maintenance plans, leases and management agreements.

7. Works with Zone Management Team to plan, direct and coordinate the delivery of services; coordinates with other bureau managers and citywide services to insure effective delivery of services regarding the maintenance of the bureau's built assets, fleet and equipment; coordinates with other bureau divisions regarding capital work projects.

8. Oversees the management of assigned construction and maintenance contracts and agreements.

9. Provides technical assistance to staff, other divisions, bureaus and community groups regarding the maintenance of the bureau's built assets, fleet and equipment.

10. Represents the division with other City bureaus, public agencies and community groups; investigates and resolves sensitive and/or complex inquires; responds to customer issues; prioritizes competing demands.

11. Directs and participates in the preparation of written maintenance manuals.

12. Provides clear, concise reports on issues to senior management.

13. Ensures the bureau's safety programs, goals and strategies are implemented; prepares safety requirements to be followed in the work unit.

14. Monitors current and emerging trends in asset management, fleet management and park and facility construction services.

15. Provides and implements plans for efficiencies in time, resource and energy management in the maintenance of the parks.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Project, contract and asset management principles, practices, and techniques;

2. Current trends and practices in service delivery regarding asset and fleet management services.

3. Management principles and methods including matrix management, goal setting, program development and implementation, and employee supervision.

4. Broad based recreational programming needs.

5. Principles and practices of budget development and administration.

6. Safety regulations, safe work practices and safety equipment related to the work.

7. Computer applications related to the work including project management software.
8. Federal, state and local laws and regulations pertaining to the work.
9. Individual building maintenance and trade practices.

Ability to:

1. Plan, assign, direct and coordinate staff with a variety of functional specialties and overlapping work areas; and who are responsible for providing supporting asset and fleet maintenance activities and services.
2. Select, motivate and evaluate staff and provide for their training and development.
3. Develop and implement goals, objectives, policies, procedures, work standards and management controls.
4. Develop a strong customer service culture, a diverse and highly skilled workforce, and a healthy and safe work environment.
5. Manage projects including planning, evaluating and report on the projects.
6. Manage consultant and construction contracts.
7. Initiate and implement change including continual process improvement to increase efficiency and effectiveness; interpret and implement strategies and incorporate strategies into detailed action plans.
8. Prepare, administer and monitor a division budget and job cost control measures.
9. Analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action.
10. Reconcile competing and changing demands for limited resources within the context of short and long-term organizational goals, objectives and plans.
11. Prepare clear and concise records, reports, correspondence and other written materials.
12. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.
13. Exercise independent judgment and initiative within general policy guidelines.
14. Establish and maintain effective working relationships with those encountered in the course of the work; and collaborate with diverse groups or audiences.
15. Work cooperatively with the Division Management Team to plan service delivery and effectively and equitably allocate time and resources.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in parks management, public or business administration,

or a closely related field; and at least four years of progressively responsible supervisory experience in the field of parks maintenance involving a variety of trades or constructions processes; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license and acceptable driving record are required.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02
Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):
1134 SENIOR FACILITIES & MAINTENANCE SUPERVISOR. Adopted: 07-01-92

Revised: 09-01-05 Retitled from Parks Maintenance Superintendent to Parks and Recreation Zone Support Manager. The class spec was also updated to reflect new organizational structure, assignment of duties and reporting relationships.

June 2009 - Change Job Class number from 7833 to 30000762, due to system change.