

CLASS SPECIFICATION
Parks and Recreation Zone Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, manages a parks and recreation zone by: supervising subordinate supervisors and staff; developing and implementing a strategic service delivery plan for a zone; coordinating services with other zones and citywide parks and recreation services; and performing related duties as assigned. Services include: the construction, maintenance and improvement of the City's parks, and related facilities; and providing a wide variety of recreational programs and activities to City residents at assigned community centers and satellite facilities.

DISTINGUISHING CHARACTERISTICS

Incumbents of this classification plan, organize, and direct the work of subordinate supervisors and staff assigned to a zone. Incumbents are responsible for: building a cross-functional team that works together to deliver services to a geographical area of the city; and developing and implementing a strategic plan for the zone that addresses community needs and is in compliance with the bureau's strategic plan. 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 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.
2. Develops, implements and monitors work plans to achieve zone and bureau mission, goals and performance measures; participates in developing and monitoring performance against the annual zone budget; recommends and implements plans, policies, systems and procedures applicable to zone responsibilities.
3. Provides leadership and works with staff to build a cross functional team and 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 an annual business plan for the zone including programs, services, policies, and guidelines; insures services are provided in accordance with the bureau's strategic plan.
5. Manages neighborhood recreation facilities; and the construction, maintenance, modification and improvement of the City's parks and related systems and facilities.
6. Coordinates with other zone managers and citywide services to insure effective delivery of services.
7. Develops and implements a communication strategy for a zone; speaks on behalf of bureau at public meetings; investigates and resolves sensitive and/or complex inquires; responds to customer issues; prioritizes competing demands.
8. Implements, monitors and reviews service delivery processes to insure services are cost effective, relevant, and delivered in a timely fashion to meet identified community needs.
9. Directs the review and evaluation of programs offered at community centers and parks to ensure programs and services address community needs, makes changes in the structure of individual programs and/or adds or delete programs or services.
10. Ensures a zone's programs and activities are in compliance with relevant laws, regulations and guidelines.
11. Represents a zone with stakeholders including other City bureaus, public agencies and community groups.
12. Manages contracts, grants and partnerships to ensure compliance with regulations and bureau's strategic plan.
13. Provides clear, concise reports on issues to senior management.

Other Duties:

1. Provides technical advice on citywide, specialized service or program.
2. Keeps informed of current and emerging trends in the delivery of park and recreation services.
3. Manages assigned special projects which involve leading, directing, and coordinating multi-disciplinary project teams including staff drawn from all parts of the bureau.
4. Participates in the development and review of the bureau's strategic plan.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and current trends of parks and related facilities.
2. Principles, practices and current trends in recreation program development and implementation.

3. Administrative principles and methods including goal setting, program development and implementation
4. Management practices including employee supervision and matrix management.
5. Principles and practices of budget development and administration, revenue generating capability and allocation of resources.
6. Safety regulations, safe work practices and safety equipment related to the work.
7. Computer applications related to the work.
8. Federal, state and local laws, codes and regulations pertaining to the work.

Ability to:

1. Manage and direct a park and recreation zone's programs.
2. Select, motivate and evaluate staff and provide for their training and development.
3. Develop a strong customer service culture, a diverse and highly skilled workforce, and a healthy and safe work environment within a zone.
4. Initiate and implement change including continual process improvement to increase efficiency and effectiveness.
5. Interpret and implement strategies and incorporate strategies into detailed action plans.
6. Prepare, administer and monitor a zone's budget.
7. Reconcile competing and changing demands for limited resources within the context of short and long-term organizational goals, objectives and plans
8. Analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action.
9. Develop and implement goals, objectives, policies, procedures, work standards and management controls.
10. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.
11. Prepare clear and concise records, reports, correspondence and other written materials.
12. Exercise independent judgment and initiative within general policy guidelines.
13. Establish and maintain effective working relationships with those encountered in the course of the work, and collaborate with diverse groups or audiences.

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 or recreation 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 or recreation; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

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: 06-08-05

June 2009 - Change Job Class number from 7821 to 30000755, due to system change.