

**CLASS SPECIFICATION**  
**Parks and Recreation Services Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes, directs and evaluates the programs, activities and personnel of the Services Division of the Bureau of Parks and Recreation, which is responsible for park maintenance and engineering services, community recreation centers and pools, and recreation programs; serves as a member of the bureau's executive management team participating in setting the strategic direction and policy of the bureau; manages the delivery of services by the division that meet the standards of the bureau and are responsive to identified community needs; builds a strong and cohesive service-based culture within the division; directs the research and preparation of studies and reports related to the division's responsibilities; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Incumbents of this class are responsible for planning, organizing and directing all programs, operations and activities of the Services Division of the Bureau of Parks and Recreation. Incumbents are responsible for formulating and developing the assigned division's goals and objectives as related to the bureau's overall goals; serving on the executive management team and participating in developing the strategic direction for the bureau; developing and implementing systems that facilitate cross-division coordination of services; establishing strategic working relationships with other related bureaus, and community and governmental organizations; leading and coordinating subordinate managers in developing a strong service-based culture within the division; to deliver services that meet bureau standards and are responsive to identified community needs. Responsibilities and assignments are broad in scope and require independent judgment on issues that are complex, interpretive and evaluative in nature.

**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, organizes, controls, integrates and evaluates the work of the division; with subordinate managers and staff, develops, implements and monitors work plans to achieve division mission, goals and performance measures; directs the development of and monitors performance against the annual division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned managers and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to

address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Provides leadership and works with managers to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support 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. Directs and participates in the analyses and preparation of recommendations and reports on the short- and long-term strategic, capital development, staffing and operational needs and requirements of the assigned division; in conjunction with other divisions within the bureau participates in the development and implementation of a bureau-wide asset management strategy, including the development of asset acquisition and disposal plans.
5. Meets with and advises City officials, staff, other agencies, community groups and citizens regarding the delivery of parks and recreation services, and the City's short- and long-term parks and recreation program needs and requirements; serves as a member of the bureau's executive management team and participates in setting strategic direction and policy for the bureau.
6. Plans, organizes, coordinates and directs the development, implementation and operation of a large City-wide recreation program; assures the division's programs and operations are focused on supporting and achieving the City's goals and priorities for the regional recreation program.
7. Plans, organizes, coordinates and directs the development and maintenance of the City's parks and recreation system, including extensive recreation facilities located within these areas.
8. Leads and manages strategic relationships and interactions with other related City bureaus and government organizations; develops and implements systems to facilitate cross-division communication and coordination of services.
9. Participates in the development of the bureau's change management program and the implementation of change within the division to bring about a strong customer service culture, and a safe and healthy environment for employees.
10. Represents the bureau before the City Council, Park Board and various commissions, and other government agencies and professional organizations.
11. Directs the preparation of complex reports and studies related to the division's responsibilities.
12. Directs and participates in the identification and assessment of City-wide parks and recreation program needs and assures bureau objectives and priorities are focused on meeting those needs.
13. Addresses civic and other groups regarding division activities and programs to explain and promote public understanding of its work.
14. Participates in regional, state and national meetings and conferences to stay abreast of trends and technology related to division programs and operations.

## **OTHER DUTIES**

1. Provides a leadership role within the region by promoting and fostering, where appropriate, the adoption of international best practice standards in service delivery and the integration of new technologies and management practices to achieve increased efficiency and effectiveness and sustain high levels of customer satisfaction.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Theory, principles, practices and techniques of organizational design and development, public administration, public financing, financial management and long-range planning as they apply to a large municipal parks and recreation program.
2. Principles, practices, and techniques involved in the long-term planning, construction, maintenance and operation of a large parks and recreation system.
3. Federal, state and local laws, regulations and court decisions applicable to the operation and maintenance of a large parks and recreation system.
4. Theory, principles, practices and modern trends in the fields of recreation, leisure and community services programs.
5. Integrated service delivery and asset management frameworks.
6. Social, political and environmental issues influencing program/project development and implementation.
7. Research methods and analysis techniques.
8. Principles and practices of effective human resource management and supervision including matrix-based organizational concepts and practices, and change management principles.
9. City human resources and labor contract provisions.
10. Principles and practices of sound and persuasive business communications.

### **Ability to:**

1. Analyze and make sound recommendations and decisions on complex management and administrative issues.
2. Translate broad organizational direction into the planning and organization of the division.
3. Plan, organize and direct the operations of a large, complex parks and community recreation program; build and manage a horizontal team of managers who are responsible for service delivery; develop a strong customer service culture, a diverse and highly skilled workforce, and a healthy and safe work environment.
4. Identify, understand and influence key stakeholders to create a supportive commercial, political and community environment.

5. Reconcile competing and changing demands for limited resources within the context of short- and long-term organizational goals, objectives and plans.
6. Manage and coordinate significant organizational change and transition effectively and successfully in a large complex organization.
7. Understand, interpret, explain and apply City policy and procedures.
8. Present reports, proposals, recommendations and presentations clearly, concisely, logically and persuasively in public meetings.
9. Prepare clear, concise and comprehensive correspondence, reports, studies, and other written materials.
10. Develop and apply creative solutions to complex issues, often within a highly charged or sensitive environment.
11. Negotiate effectively on behalf of the City.
12. Exercise sound, expert independent judgment and political astuteness within policy guidelines.
13. Establish and maintain effective cooperative and collaborative working relationships and partnerships with elected officials, all levels of City management, other elected and appointed governmental officials, other divisions and bureaus, consultants, contractors, employees, media representatives, community and business groups, and the public.
14. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

**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 administrative or management experience in an organization that delivers services to a diverse customer base; or an equivalent combination of training and experience.

**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.

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**Class History:**

Adopted: 10-13-04

June 2009 - Change Job Class number from 7809 to 30000748, due to system change.