

Department: Recreation & Administration

Reports To: Director of Recreation

Classification: Full Time, Exempt, At-Will

#### Summary

The Operations Manager is directly responsible to and under the direct supervision of the Director of Recreation and is responsible for overseeing aspects of operations at The REC Center performing a variety of professional and administrative tasks while focusing on detail, quality presentation, safety/cleanliness, and excellent customer service.

#### Qualifications

- Must be 21 years of age or older
- Minimum of bachelor's degree preferred.
- 1-2 years experience in management, athletic venues, customer or emergency service.
- Must hold current a Red Cross CPR/First Aid & AED (Instructor) certification within 1 year
- Valid Illinois state driver's license.
- Must be able to pass pre-employment drug screening.
- Ability to effectively meet and communicate with the public and provide excellent customer service.
- Ability to communicate effectively both verbally and in writing and the ability to handle stressful situations.
- The ability to work well with a large group of people in a team environment.
- Working knowledge of computers and Microsoft Office software.
- Knowledge of the operation of office/sports equipment.
- Ability to learn the District's registration software RecTrac.

#### Essential Functions

- Supervises effective daily operations including closing procedures, facility inspections, and general facility housekeeping.
- Accepts member/guest complaints/concerns and works with administration for their timely/professional resolution to ensure guest satisfaction.
- Keeps an open line of communication during rentals with on-site staff to help troubleshoot rental issues or answer questions.
- Assists recreational team in planning, implementation, advertising and participation of programs, special projects and community-wide events.
- Set up/Tear Down/Maintain/Clean the facility/equipment for daily use of our fieldhouse members and REC renters. Assists in management/scheduling of support staff (fieldhouse monitors, custodial staff)
- Provide on-site supervision of rentals for parties/events, maintaining open communication with guests and on-site contact to ensure all expectations are met or exceeded.
- Ensures that facility is safe for members and/or guests and secure upon closing.
- Performs routine clerical and administrative work in answering phones and e-mail.
- Manages general safety and risk management concerns for the facilities. Inventory safety supplies, AED, schedule inspections, and staff trainings. Trains staff on emergency procedures and drills to ensure a safe work environment.
- Maintain inventory of all vending and re-orders as needed.

#### Marginal Functions

- Performs other duties as assigned by supervisor.
- The District encourages its employees to "take ownership" of the District. As such, it is the responsibility of all Park District employees to pick up litter throughout the building, grounds and facilities of the District.
- Staff are expected to help with the successful implementation of programs, parks and services across program areas and between departments.

#### Safety

- All Employees will be responsible for implementing the policies and procedures that pertain to safety and health.
- Responsible for following and complying with District safety policies as presented in the Personal Policy Manual. Uphold the District commitment to safety by attending scheduled safety programs/seminars and promptly reporting accidents and hazardous conditions to Executive Director.
- Follow and promote procedures designed for safety and risk management. Identify unsafe conditions and procedures; take corrective action; bring to the attention of the Executive Director.

#### Psychological Considerations

- Must have the ability to deal with other people under stressful conditions and have excellent customer service presence.

#### Physiological Considerations

- Must be in good physical health.
- Employee may use hand(s) for repetitive movements.
- Employee may lift fifty (50) pounds or less for medium to light work.
- Employee may lift fifty to one hundred (50-100) pounds for heavy work.
- Employee may bend, twist, squat, climb, or reach frequently.

#### Environmental Considerations

- May be exposed to all kinds of weather conditions.

#### Cognitive Considerations

- Must exhibit good problem-solving abilities and good judgment in keeping the park district mission.
- Must be able to follow directions from and work with supervisors, and co-workers.
- Possess strong leadership skills; an established philosophy towards the guidance and development of staff; ambition to enhance; creativity to challenge themselves and their teammates; open-mindedness; ability to embrace change; trustworthiness; familiarity in programming areas and equipment associated with the position; alignment with mission, vision and values of the District.

#### Hours & Wage Range

This position is full-time, shall be paid every two weeks at \$37,000-\$40,000/year DOQ with health benefits and vacation, sick and personal time off provided. This position is classified as an exempt employee status and will work most hours in evenings and weekends. Example: Monday, Wednesday, Thursday, Friday 1-8 pm (9 pm) and Sunday 9:30 am -4:00 pm (6pm).

#### Contact

Please send resume to: [mstevens@rochelleparkdistrict.org](mailto:mstevens@rochelleparkdistrict.org)

**Flagg-Rochelle Community Park District**

Attn: Director of Recreation, Maureen Stevens

802 Jones Road

Rochelle, IL 61068