



DATE: 5/25/22

GRADE: 14

FLSA: Exempt

JOB TYPE: FT

UNION REPRESENTATION: No

BILINGUAL PAY ELIGIBLE: No

SAFETY SENSITIVE: No

## Department Manager

### **DEFINITION**

The Program Manager is responsible for the planning, promotion, implementation and supervision of all services and staff for the assigned program.

### **SUPERVISION RECEIVED AND EXERCISED**

This position receives general direction from the Division Director and exercises direct supervision over assigned staff, programs and facilities.

The Recreation Department Manager is responsible for the planning, promotion, implementation and supervision of all program services and staff at the Cedar Hills Recreation Center, Conestoga Recreation & Aquatic Center, and the Tualatin Hills Nature Center. This position also manages the districtwide out of school program THIRVE, all-day camp programs, 9-month preschool programs, and the customer service team.

The Sports Manager is responsible for the planning, promotion, implementation, and supervision of all program services and staff at the district's Babette Horenstein Tennis Center, Athletic Center, Garden Home Recreation Center, Elsie Stuhr Center, and associated with the adaptive and inclusive recreation program. This position coordinates relationships with affiliated sports groups, the Beaverton School District, and other partner groups and agencies and is responsible for the overall coordination of districtwide sports matters. The Sports Manager participates in high-profile confidential negotiations regarding district services and partnerships.

### **CLASS CHARACTERISTICS**

The Department Manager exercises independent decision-making on project management based on priorities, workload and other relevant factors. Decisions in this class have few absolute guidelines and are often based on professional judgment and collaborative work with district leadership, technical staff and other key stakeholders. The Department Manager is a visionary leader with responsibilities that are broad in scope and that allow for a high degree of program and administrative discretion.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Responsible for managing program services and directing the work of employees directly and indirectly. Has authority in employment decisions: hiring, firing, advancement, promotion or any other change of employment status.
- Oversee the progress and implement the day-to-day activities of employees through motivation and coaching that guides the improvement of employees' work performance.
- Serve as an expert program resource in areas of responsibility; Provide training and technical assistance to district and other agency staff; Manage and prepare assigned special projects that involve leading, directing and coordinating multiple disciplinary teams; Develop, interpret and apply program policies, procedures and associated regulations; Represent the district in a variety of meetings.
- Manage departmental budget preparation and administration.
- Direct and participate in the review and evaluation of programs offered to ensure program services meet community needs; Coordinate with other district managers to ensure effective delivery of services districtwide; Implement, monitor and review service delivery processes to ensure services are cost effective and delivered in a timely fashion; Identify opportunities for improvement and review with the Director; Implement improvements; Ensure program services are in compliance with relevant laws, regulations and guidelines.
- Meet, partner and collaborate with non-profit organizations, school officials, community groups, and others to develop, provide and promote recreation programs.
- Receive, investigate and resolve participant, volunteer, staff, citizen, community group or community partner inquiries, concerns, complaints and problems.
- Provide department staff with basic job training and safety instruction; Actively support safety and loss control measures; Ensure employees are held to departmental safety and loss control standards.
- Research, prepare, present and monitor grants, contracts and partnerships to ensure compliance with regulations.
- Serve on or provide support to a variety of committees, task forces or groups as necessary.
- Perform other duties as assigned.

### **QUALIFICATIONS**

#### **All Tualatin Hills Recreation and Park District employees have the responsibility to:**

- *Foster a culture of trust and respect.*
- *Actively promote, model, and support diversity, inclusion, and equity in the workplace.*
- *Build and maintain positive working relationships and contribute to a positive team atmosphere.*
- *Engage in continuous improvement.*
- *Incorporate principles of environmental and financial sustainability to ensure the provision of efficient, safe, and cost-effective services.*
- *Practice safe work habits and contribute to the safety of self, coworkers, and the general public.*
- *Provide excellent customer service by engaging with, representing THPRD to, and assisting program participants, the public, partner and other external agencies, and District staff in a professional and courteous manner.*

#### **Knowledge of:**

- Theories, principles, procedures, standards, practices, information sources and trends in the field of recreation and leisure activity programs.

- Principles and practices of needs assessments, program implementation and program evaluation appropriate to assigned site(s).
- Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
- Safety management practices applicable to supervising participants and staff in diverse recreational activities.
- Principles and practices of sound business communication.
- Community resources and potential funding/sponsorship sources.
- Marketing and public relations practices and techniques.
- Pertinent federal, state, local laws, codes and regulations.

**Ability to:**

- Demonstrate competency in leadership, communication, project management, process improvement, problem solving, organizing and delegating assignments.
- Display exceptional attention to detail and time management.
- Understand, interpret, explain and apply district, state, federal laws applicable to areas of responsibility.
- Understand the organization and operation of the district and outside agencies as related to assigned responsibilities.
- Set priorities and exercise sound independent judgment with district guidelines.
- Prepare clear concise and complete documents, reports and correspondence.
- Problem-solve, organize workloads and meet deadlines.
- Monitor budget with allocation for programs and activities in assigned area.
- Exercise diplomacy in confronting and resolving conflicts and sensitive issues.
- Communicate courteously and cooperatively with other staff and the general public, on the telephone or in person, including handling difficult or irate people.

**WORKING CONDITIONS AND PHYSICAL DEMANDS**

Duties are primarily performed in an office environment while sitting at a desk or working at a computer terminal. Incumbent is typically exposed to office noises and interruptions, such as printers, telephones, visitors, etc. The flow of work and character of duties involve normal mental and visual attention much or all of the time. Manual dexterity and coordination may be required, but make up less than 50% of the work period. Daily precise control of fingers and hand movements. Physical exertion may be to lift books, files or manuals weighing less than 15 pounds. Occasional dealing with distraught or difficult individuals. Requires occasional driving public roadways.

Positions in this classification assume a schedule of flexible working hours, including weekends and evenings.

**Education and Experience:**

*Any equivalent combination of education, experience, and training that would likely provide the applicant with the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A bachelor's degree with major course work in a related field, or equivalent work-life experience, and a minimum of seven (7) years of increasingly responsible experience in park and recreation, including a

minimum of three years of experience in management or as an expert individual contributor responsible for leading employees and projects.

Bilingual and multilingual skills are preferred. The district provides a bilingual pay incentive to staff who regularly use their bilingual or multilingual skills!

**Licenses and Certifications:**

- A valid Oregon Driver License and good driving record may be required for some assignments.
- Certified Park & Recreation Professional preferred