

CITY OF CHATTANOOGA

Classification Specification Title: Manager Community Center

Department: Community Development

Pay Grade: GS. 12

Supervision Received From: Dir. Community Centers

FLSA Status: Exempt

Supervisory Responsibility For: Specialist Comm. Centers;

Established: 7/1/13

Program Tutor, Custodians, Crew Workers & Front Desk Clerk

**Revision Dates: 4/16/25;
3/13/25; 1/28/25; 2/23/24;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for planning and directing the daily operation of a facility. Duties include training and evaluating facility staff; planning and implementing programs; establishing and interpreting facility policies and procedures; preparing budgets and managing revenues, monitoring facilities and grounds to ensure safety and proper working condition; preparing reports on facility performance; handling employee and citizen complaints and issues involving program activities. Work requires use of independent judgment and discretion. Planning and implementing recreational, educational and arts programs.

SERIES LEVEL:

The Manager Community Center is a stand-alone position in the facility management series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises lower level staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making termination and disciplinary recommendations.

Manages the day-to-day activities and operations of assigned facility and associated programs which includes assessing, planning, coordinating, administering and evaluating programs, projects, processes, goals, objectives and procedures; ensuring compliance with federal, state and local laws, regulations, codes, standards, policies and procedures.

Oversees and coordinates facility, grounds and equipment maintenance activities which includes reporting required maintenance and repairs; submitting work orders; coordinating and scheduling maintenance activities, minimizing downtime of facilities; preparing preventive maintenance calendars and performing other related activities.

Supervises and monitors the coordination of services from contracted instructors, artists, agency providers and volunteers.

Manages, coordinates and participates in the scheduling of facilities and staff to ensure availability and appropriate coverage; receives and processes facility use rental fees.

Oversees the set-up of facilities for programs and activities, ensuring the elimination of potential hazards to minimize the risk of injuries.

Prepares, reviews, interprets and analyzes a variety of information, data and reports; makes recommendations based on findings.

Provides customer service, in person and over the telephone, to internal and external customers by responding to requests for information and/or other related inquiries.

Represents the department in/on a variety of meetings, public events, training sessions, committees and/or other related groups in order to receive and convey information.

Prepares budget within division; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Collaborates with community groups, neighborhood associations, committees, businesses, advisory boards, churches and/or other applicable entities to secure resources.

Facilitates, coordinates and/or leads recreation classes and activities.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

May be assigned or reassigned to any location within the department.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Seven (7) years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered; or any combination of equivalent experience and education.

An example of relevant experience includes increasingly responsible management experience such as planning, organizing, implementing and supervising a wide variety of facility related activities; overseeing the daily and long-term operations of facilities, managing staff, program implementation and facility maintenance/operation and budget; and incorporating new development in recreation.

A Bachelor's Degree in Recreation or related field is preferred.

LICENSING AND CERTIFICATIONS:

Possession of or ability to obtain First Aid/CPR Certifications.

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; recreational program planning, administration and supervision principles and practices; facility management and maintenance principles and practices; marketing and promotion theories, principles and practices; budgeting principles; record keeping practices and principles; applicable age-appropriate activities, programs and materials; principles in focused area of recreation expertise and community programming; community demographics; customer service principles and applicable federal, state and local laws, codes, regulations, policies, rules and regulations.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; using a computer and related software applications; maintaining records; scheduling and coordinating facility use; resolving and mediating conflict; exercising good judgment, flexibility, creativity and sensitivity in response to changing situations; scheduling programs and events; coordinating and overseeing recreation program sites and equipment; planning, developing, supervising and managing programs and/or events; evaluating program effectiveness; monitoring facilities to ensure safety; preparing and maintaining records and reports; providing customer service; administering budgets; interpreting and explaining policies and procedures; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require balancing, stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to extreme temperatures.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.