

CITY OF CHATTANOOGA

Classification Specification Title: Recreation Division Manager

Department: Parks and Outdoors

Pay Grade: GS.13

Supervision Received From: Director of Recreation

FLSA Status: Exempt

Supervisory Responsibility For: Group Fitness Instructor,

Established: 6/29/07

**Front Desk Clerk, Fitness Trainer, Admin Support Asst 1,
& Fitness Assistant**

**Revision Dates: 4/17/25;
2/9/24; 10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for overseeing and managing a specified area of departmental programs, facilities, and services. Duties include hiring, training and evaluating recreation coordinators, facility managers, and their subordinates; overseeing revenue collections, reconciling monthly purchasing card statements, and preparing and managing multiple program budgets; tracking and evaluating program performance; researching, developing, and soliciting funding for new programming that is relevant and up-to-date. Work is performed under general direction, working from broad goals and policies.

SERIES LEVEL: The Recreation Division Manager is a stand-alone position.

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 program 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 hiring, termination and disciplinary recommendations.

Manages and oversees the day-to-day activities and operations of assigned programs, facilities, and services 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, reviews, analyzes and prepares reports related to programming revenues, expenditures, program attendance and/or other related items.

Evaluates, recommends and facilitates the procurement of equipment, supplies, and capital needs to ensure efficient and effective operations.

Evaluates and forecasts community and industry trends to ensure services that are up-to-date and relevant.

Reviews, manages and participates in the preparation, review and submission of a variety of reports, reconciliations, work papers, promotional efforts, communications, schedules, tables and/or statements to and from internal departments, financial institutions, governmental entities and external agencies.

Prepares and administers multiple budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors, approves, controls expenditures; review financial statements.

Manages purchasing card activities and performs statement reconciliations.

Evaluates operations, facilities, and programming and identifies areas of opportunities, ensuring patron accessibility and safety.

Resolves problems, in-person and over the telephone, to internal and external customers by responding to requests for information, complaints, concerns, and/or other related inquiries.

Conducts and analyzes community surveys related to interests and levels of satisfaction.

Manages and participates in the development and review of promotional materials used to promote programs, services, special events, and facilities.

Uses, carries and answers cell phones for business purposes as determined by the assigned job duties and the Department Head.

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.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

When working in Recreation Division Manager (Facilities):

Responsible for identifying measures and gathering data which is reported each month to administration.

Responsible for audits and subsequently answering, responding to and following audit recommendations.

Manages inventory of capital assets, supplies and equipment, and delivers needed supplies and equipment to recreation facilities and locations.

Collaborates with Chattanooga Sports Committee on bringing events to the City of Chattanooga.

Maintains and cultivates positive relationships with outside vendors, tournament and event organizers, and citizens.

Acts as the main point of contact during tournaments, special events, and functions at all recreation locations for event organizers, vendors, and employees.

Responds to security alarm alerts at recreation facilities.

Evaluate the use of each recreation area each day and correct issues where they arise by making high level decisions regarding maintenance and care of the location. Prioritizing needs at the highest level to ensure every detail is handled.

Coordinate with City Departments including Public Works, Police and Wastewater to ensure maintenance and care of all locations during events, tournaments, and everyday use.

May review, manage and participate in the preparation, review and submission of a variety of reports, reconciliations, work papers, promotional efforts, communications, schedules, tables and/or statements to and from internal departments, financial institutions, governmental entities and external agencies.

Manages purchasing card activities and performs statement reconciliations.

Evaluates operations of facilities and identifies areas of opportunities, ensuring patron accessibility and safety.

Resolves problems, in-person and over the telephone, to internal and external customers by responding to requests for information, complaints, concerns, and/or other related inquiries.

Responsible for safety reports for facilities.

Coordinates the payment of employee uniforms each month on City contract.

Responsible for managing and assigning work needs in the work order system.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Business, Sports, Organizational Management, Education or a related field, and six (6) years increasingly responsible recreation, sports, education, literacy, career development, or social services/emergency experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

If a City vehicle is operated, then a driver's license is required.

KNOWLEDGE & SKILLS:

Knowledge of supervisory principles; operational aspects of fitness and leisure facilities; building maintenance principles; recreation, education/literacy, leadership development, career development, social/emergency services program planning, administration, management, and supervision principles and practices; public relations principles; marketing theories, principles and practices; budgeting principles; applicable age-appropriate activities, programs and materials; municipal operations and administration theories, principles and practices; community demographics; basic accounting principles; recordkeeping practices and principles; customer and

personal services practices; planned community recreation principles; and applicable federal, state, and local laws, codes, regulations, policies, rules and regulations.

Skill in monitoring and evaluating subordinate staff; prioritizing and assigning work; speaking in public; monitoring, evaluating, and managing the operational and performance aspects of programs and facilities; motivating and developing employees; developing emergency preparedness plans; developing and implementing facility and programming rules and procedures; developing and scheduling programming, and hours of operation; developing and administering budgets; marketing and promoting programs and services; analyzing trends and making recommendations based on findings; developing and making presentations; report writing; active listening; critical thinking for problem solving and decision making; time management; use of the computer and software programs for records maintenance, correspondence, report writing and presentations; conducting community surveys and analyzing results; providing customer service and public relations; 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 fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up-to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Incumbents may be subjected to extreme temperatures.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

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.