

OPERATIONS MANAGER

MAJOR FUNCTION

This is a managerial position related to the maintenance, operation, and improvement of parks and recreational facilities. Employees in this position manage and administer a comprehensive county park and environmental lands program including effective use and proper maintenance of a wide variety of parks, recreation, and natural resource facilities and equipment.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Coordinates the daily management and repair of recreational facilities and amenities.
- Prepares reports and work orders for those facilities.
- Manages in-house park staff and contractual personnel in the daily operation of County facilities. Includes office and field duties, coordinating management activities, and all other activities related to the management of County property. Supervises, coordinates and directs subordinate supervisory personnel engaged in park and natural resource operations, maintenance and security.
- Plans work schedules in-house improvement projects and inspects works in process. Reviews completion of and coordinates acceptance of projects as part of the Capital Improvement Program with other senior staff members.
- Inspects County property and park facilities for safety hazards and required repairs. Inspects in-house projects and capital improvement projects during construction or renovation.
- Prepares and monitors all budgets and expenditures.
- Assists in the preparation of the department's annual five-year capital improvement projects schedule, strategic plan, identifying goals and objectives and gathers required data for the Florida Benchmark Consortium.
- Reviews and approves detailed work and reports and prepares personnel evaluations.
- Responsible for development and operation of an emergency action plan for department.
- Responsible for annual inventory for department.
- Estimates and procures supplies on the phone and by requisition forms.

OPERATIONS MANAGER

- Assists in the development of various department policies and emergency procedures. Assists in establishing department goals and objectives for park and recreation opportunities provides recommendations for the establishment of parks and recreation standards, procedures, department policies, forms and regulations, evaluates progress toward accomplishment of assigned goals and objectives.
- Enforces County ordinances, park rules and regulations. Reports problems to law enforcement agencies.
- Shall be available for rotating twenty-four hour, seven days per week on-call status for emergencies.
- Assists with planning and management of maintenance, park services and capital projects. Communicates with operational staff immediately and develops long range plans to meet the needs of the public and trains assists staff to effectively meet customer service standards.
- Recommends employment, promotion, transfer, discipline, demotion, and dismissal of subordinate employees as necessary. Responds to employee grievances; completes employee performance evaluations and reviews those completed by subordinate supervisory personnel.
- Responsible for environmental permitting and compliance with environmental regulations.
- Coordinates resource management and park activities with appropriate federal, state and local governmental agencies and private entities.

SECONDARY FUNCTIONS

- As directed, represents Parks and Recreation Director at public and staff functions and meetings.
- Establishes and maintains effective working relationships with law enforcement agencies, including Sheriff, Fish and Game Commission, and the Florida Department of Environmental Protection. Coordinates with other agencies, departments to ensure proper support of activities or joint projects are accomplished.
- Conducts research and performs analysis to formulate reports and recommendations
- Assists with environmental education.
- Performs other duties as assigned.

OPERATIONS MANAGER

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person and by phone contact.

SUPERVISION

Direct supervision over a relatively small number of employees and indirect supervision of a moderate size staff who report to other supervisors or managers. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience.

Bachelor Degree from four year college or university and/or five years related experience and/or training, including two years supervisory experience.

Licenses.

Valid Florida Drivers License

Certifications.

Possession of current First Aid and Safety Certification and current BLS CPR Certificate. Certified Parks and Recreation Professional (CPRP) preferred.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

Language Skills

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complains from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and

OPERATIONS MANAGER

format.

- Ability to effectively present information to top management, public groups, and/or boards.

Mathematical Skills

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

Problem Solving Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of code, rules, policy, analysis, accounting systems, or technical systems.

Specialized Skills and Abilities

- Thorough knowledge of the methods, materials, tools, and equipment used in the maintenance of grounds and building facilities.
- Considerable knowledge of the proper and safe use of automotive and power equipment used in park maintenance and OSHA standards and requirements.
- Ability to communicate effectively verbally and in writing.
- Ability to read blueprints, prepare grant applications, and prepare bid specifications.
- Ability to prioritize tasks, conducts multiple projects and programs, and meet multiple deadlines.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

OPERATIONS MANAGER

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment, as well as to drive a vehicle in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, walk, sit, use hands to finger, handle, or feel reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, smell, talk, hear and to regularly lift up to 50 pounds and occasionally one hundred pounds or more. Special vision requirements are close, color, distance, and peripheral vision, depth perception, and ability to adjust an object into sharp focus

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and risk of electrical shock; and will frequently be required to work in outdoor weather conditions. The typical noise level for this environment is moderate.

Established: 04/04

Pay grade: 25

Job Description Number: 1131

Category: 1

Status: E

Revised: 07/2011