

PAY RANGE: DOQ
PAY CODE: DOQ
WC/CODE: 8810

Revised 04/16/15

**CITY OF WHARTON
CIVIC CENTER MANAGER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, direct and review the activities and operations of the city's Civic Center Department and recreation programs; to coordinate assigned activities with other city departments and outside agencies; and to provide highly responsible and complex administrative support to the Finance Director.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the Finance Director.

Exercises direct supervision over Civic Center and parks and recreation operational staff.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential duties and responsibilities:

- . Coordinate the Civic Center operations.
- . Works to develop an annual strategic plan that includes a list of potential users of the facility to increase the usage and to provide adequate revenues to operate and maintain the facility.
- . Records rental arrangements, coordinates room assignments, and maintains booking calendar for individuals and groups.
- . Works to develop contacts and allies to have additional resources to promote the facility.
- . Actively works to promote the use of facility through advertising, phone calls, correspondence and personal contacts.

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- . Direct, oversee and participate in the development and administration of the Civic Center's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- . Supervise and participate in the development and administration of the Civic Center budget; direct the forecast of funds needed for staffing, equipment, materials, supplies and approve expenditures.
- . Provide staff assistance to the Finance Director; prepare and present staff reports and other necessary correspondence relating to department activities.
- . Train, motivate and evaluate Civic Center personnel; provide or coordinate Civic Center staff training; evaluate Civic Center employee performance and prepare Civic Center employee performance evaluations; work with Civic Center employees to correct deficiencies; implement discipline and termination procedures.
- . Coordinate the reservation schedules of recreation facilities; prepare the recreation calendar for upcoming years.
- . Coordinate with the American Red Cross during emergency situations, coordinate and assist in the setting up of temporary shelter within the City.
- . Coordinate, deliver or restore the essential services for the department during and after emergency situations.

Essential duties and responsibilities:

- . Negotiate activities with the Chamber of Commerce and service clubs; act as a liaison between the Civic Center and the community; apply marketing techniques to encourage the use of the Civic Center and its services.
- . Administer rental of Civic Center and Park facilities including presenting policies to renters and accepting completed applications, monitor deposits and prepare request to return deposits to customers; maintain calendar of events for rental of the civic center and park facilities; coordinate with the Civic Center personnel.
- . Maintain accurate records regarding the Civic Center deposits and the refund of the deposits; reconcile deposits on a monthly basis; prepare monthly reports.
- . Administer rental of Swimming Pool; maintain calendar for pool rental, swim lessons and water aerobics; prepare and maintain forms and records; prepare and distribute season

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passes; balance daily cash collections; maintain schedules and timesheets for Lifeguards and Staff.

Other important duties and responsibilities:

- . Attend and participate in professional groups and organizations; stay abreast of new trends and innovations with civic facilities administration.
- . Respond to and resolve difficult and sensitive citizens inquiries and complaints.
- . Perform a variety of special projects as assigned.
- . Update the Civic Center marquee sign.
- . Enter data into a computer in support of report preparation including financial reports, department billings and cash reports, and monthly financial reports; verify data for accuracy and completeness; assist in the compilation of reports.
- . Collect fees for various services and programs; issue receipts for fees collected; maintain records of fee collection.
- . Works during emergency situations and is considered essential personnel before, during and after to provide for the safety and well-being of the general public, to deliver and restore vital essential services, and to be ready to respond to whatever may be needed.
- . Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of recreation and Civic Center programs.

Organization and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Modern and complex principles and practices of program development and administration.

Principles and methods of marketing and public relations.

A variety of recreational services and their application to the community.

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Advanced principles and practices of municipal budget preparation and administration.

Principles of supervision, training and performance evaluation.

Modern office methods, practices, procedures and equipment.

Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

Provide administrative and professional leadership and direction.

Develop, implement and administer goals, objectives, and procedures for providing effective and efficient community services.

Ability to:

Properly interpret and make decisions in accordance with laws, regulations and policies.

Select, supervise, train and evaluate staff.

Prepare and administer a budget.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods, procedures and techniques.

Prepare clear and concise administrative and financial reports.

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *standing or sitting for extended periods of time*
- *operating assigned equipment including computer equipment.*

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Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *communicating with others*
- *reading and writing*
- *operating assigned equipment.*

Maintain mental capacity which allows the capability of:

- *making sound decisions*
- *demonstrating intellectual capabilities*
- *marketing community services to the public*
- *communicating clearly.*

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Years of increasingly responsible experience in community services or a closely related field including three years of administrative and supervisory responsibility.

Training:

Equivalent to an associates from an accredited college or university with major course work in business, marketing, public administration or a related field.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential and other important responsibilities and duties may require maintaining physical condition necessary for standing or sitting for prolonged periods of time; light to moderate lifting; general manual dexterity.