



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
PARK FACILITY COORDINATOR
(PARKS DIVISION)
PARKS, RECREATION & TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating and overseeing the operations and business functions of the revenue producing facilities in the Park Division. Reports to the Park Operations Superintendent.

ESSENTIAL JOB FUNCTIONS

Coordinates and oversees the day-to-day operation of revenue producing facilities; responsible for the effective supervision of assigned staff to include leave approval, performance management, employee relations, prioritizing and assigning work and related activities. Plans and oversees work of administrative support staff; establishes goals and objectives and monitors progress to insure goals are met, ensures all work is completed in a timely manner and reviews completed work. Monitors staff schedule to ensure proper coverage.

Develops and refines business methods and procedures to maximize profitability; ensures operation on a profit margin; plans, develops and implements marketing plans to increase revenue; coordinates advertising and promotional arrangements; performs research and conducts user surveys, analyzes cost benefit, trends and market projections. Monitors budget and prepares financial and statistical reports.

Provides support to Park Superintendent and Administrator; responds to special user requests and complaints and other inquiries with regard to facilities; explains and applies policies and procedures.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Park Operations – Thorough knowledge of park facility operation and maintenance to include visitor management principles and techniques as applied to parks and outdoor recreational settings as well as professional recreational philosophies, principles, and practices.

- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer with a customer information system, word processing, spreadsheet, and related software to effectively complete a variety of tasks with reasonable speed and accuracy.
- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.

REQUIRED ABILITIES

- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.
- Communication - Excellent ability to effectively communicate complex ideas and proposals to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

EDUCATION AND EXPERIENCE

Bachelor's Degree in Recreation, Leisure Studies, or a related field and 3-5 years of progressively responsible experience in park administration with 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check, sex offender registry check as well as a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, humidity, temperature and weather extremes, toxic agents, water hazards, or rude/irate customers.