



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**PARK OPERATIONS
SUPERINTENDENT**
(PARKS DIVISION)

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 limited supervision, this position provides leadership, overall administration and technical expertise to programs, facilities, resources, and visitor services in City parks to include the Leeward municipal Marina and the Farmer's Market. Reports to the Administrator - Parks.

ESSENTIAL JOB FUNCTIONS

Manages and coordinates the operation of park facilities, fee collection and concessions throughout the City; ensures the availability of labor, equipment and materials as required for park operations, resource management, site interpretation and visitor and site protection. Identifies problems and concerns related to operations and maintenance of park facilities, structures and amenities; takes action to resolve as necessary.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Screens and responds to general inquiries and complaints; provides information on policies and procedures; performs other similar types of administrative support activities.

Responsible for the effective supervision and administration of assigned branch including completing required reports, budgeting, purchasing and financial transactions to include revenue collection, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities. Evaluates the need to fill vacant positions and recommends changes to allocated positions and branch structure as needed. Researches and prepares recommendations and reports for the department director.

Oversees and develops short and long-term strategic goals pertaining to the planning, development, design and operational processes for all City parks; develops and recommends policies and procedures; recommends internal branch organization; and establishes and implements management systems to effectively meet operating goals and objectives.

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

- **Park Operations** - Thorough knowledge of park facility operation and maintenance to include visitor management principles and techniques, marina operations and maintenance, Farmers Market operations, natural resources management, search, rescue and park emergency operations as applied to parks and outdoor recreational settings.
- **Safety/Security** - Knowledge of safety rules and precautions relative to park operations, visitor safety, and recreational equipment usage, and basic first aid. Knowledge of law enforcement policies, procedures and practices as they related to park operations to include park law enforcement, constitutional law, firearms, and firearm safety.
- **Strategic Planning** - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.
- **Supervision** - Thorough knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- **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.

REQUIRED SKILLS

- **Computer Skills** - Utilizes a personal computer with 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.
- **Investigation and Analysis** - Utilizes investigative techniques and analysis to follow law enforcement policies, procedures, and practices as related to park patrol, constitutional rights and laws, firearms and firearm safety, Virginia and federal fish and game regulations, and court systems and testimony.

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 communicate complex ideas and proposals effectively so others will understand 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 5-7 years of progressively responsible experience in park administration with 3-4 years of supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

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

This position requires pre-employment medical examination.

Must meet all requirements for law enforcement officer in the Commonwealth of Virginia. Must successfully complete a certified Basic Law Enforcement Academy and associated field training. Must be at least 21 years of age by date of employment.

Certification in Cardio-Pulmonary Resuscitation (CPR), as an Emergency Medical Technician (EMT), and in search and rescue training as a Field Team Member (FTM) as well as designation as Conservator of the Peace is required.

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 (10-20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds 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, wetness, humidity, temperature and weather extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, animal/wildlife attacks, firearms, water hazards, disease, or rude/irate customers.