



CITY OF WATSONVILLE

JOB TITLE: Recreation Facilities Coordinator

DEFINITION

To coordinate and serve as host for the public's use of City recreation facilities. This includes managing the Parks and Community Services Department's facility rental program; meeting with customers, staff and groups to review rental policies, permits and layouts; and providing lead supervision, training and scheduling of part-time facilities staff.

IDEAL CANDIDATE

The ideal candidate will have the equivalent to the completion of the twelfth grade and at least two years of supervisory experience with experience explaining and applying rules, regulations, and policies. The candidate will have knowledge of, and the ability to effectively apply regulations and policies and the procedures governing facility use. The candidate will have knowledge of customer service, and conflict resolution techniques as well as the ability to respond to requests and inquiries from the general public. The candidate will have knowledge of basic facility maintenance functions and be able to work independently in the absence of constant, direct supervision. The candidate will have the ability to understand and communicate in Spanish.

DISTINGUISHING CHARACTERISTICS

- delivery of highest level of customer service
- communicate with the public in an effective, professional and courteous manner
- use logical and creative thought processes to develop solutions according to specific written specifications and/or oral instructions
- initiate and provide suggestions or improved ways for addressing present or potential work problems
- effective supervision and evaluation of assigned staff and utilization of approaches and techniques for providing direction, training and motivation to staff
- effective and efficient general facility maintenance and repair methods and systems
- perform a wide variety of duties and responsibilities with accuracy, timeliness and within deadlines
- learn quickly and put to use new knowledge and skills
- use of integrity and ingenuity in the performance of assigned tasks
- ability to effectively communicate in Spanish

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and direction from assigned supervisory or management staff and supervises assigned part-time facilities employees.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- coordinates public use of City's recreation facilities
- schedules, trains, and evaluates part-time facilities staff
- performs lead supervision
- performs general maintenance work on buildings, structures, equipment
- coordinates master schedule of facilities, fields picnic areas and car wash facility with Recreation Division staff and customer service staff
- ensures that facilities are properly opened and closed
- meets and greets customers
- responds to and resolves concerns that arise from customers related to facility usage
- assists local enforcement personnel to address policy enforcement issues as required
- provides general facility maintenance and conducts daily inspections of facilities, fields, and pool, made available through use agreements with the Pajaro Valley Unified School District, to ensure facilities are in proper working conditions for public use
- maintains inventory and condition of building rental and event supplies
- processes purchase and payment requests
- works with contractual janitorial service providers and other contractors to ensure facilities are properly maintained
- assists with development of policies and procedures for facility rentals and promoters
- assists with marketing and promotion of facility rental program
- assists facility renters with the schematic diagrams of floor plan for banquets, class functions and other activities and events
- tactfully responds to questions and comments from the public or conveys information as appropriate
- monitors and tracks budgets
- researches and prepares requests for Capital Improvement Program
- assists with special events and programs as needed
- supervises maintenance and scheduling of Department vehicles
- serves as Department safety coordinator
- enforces rental policies and procedures
- provides general clean-up of the facility (e.g., light janitorial trash, replenishing restroom supplies)
- performs set-up and tear down of tables and chairs, and associated room equipment
- performs related duties similar to the above in scope and function as required

Ability to:

- supervise, direct, train, evaluate the work of others
- manage compliance with all relevant government regulatory agencies, (i.e., Fire Dept., Police Dept., Planning Dept., etc.) to ensure compliance with all life safety, building and environmental hazards
- plan, organize and prioritize work duties and assignments
- monitor and track budget expenditures and revenue
- track and analyze program data and prepare and present accurate reports containing findings and recommendations
- multitask
- communicate and coordinate regularly with appropriate customer service staff and other Department staff
- operate a personal computer using standard or customized software applications appropriate to assigned tasks

- operate audio and sound equipment as required
- effectively and tactfully communicate in both oral and written forms
- proactively evaluate and resolve customer issues and problems
- establish and maintain effective work relationships with those contacted in the performance of required duties
- follow oral and written policies, instructions and procedures
- make presentations to individuals and groups
- work effectively as a management team member
- work safely
- perform physical tasks involving bending, climb ladders, lifting, carrying, pushing and pulling of weights up to 50 pounds as determined by a pre-employment physical
- drive an automobile
- work at various heights on appropriate equipment to change light bulbs, conduct routine basic maintenance and repair, etc.
- hear and distinguish various sounds, such as voices of co-workers in noisy environments, pager, cell phone, etc.
- work late evenings and a weekend work schedule
- communicate in Spanish

Knowledge of:

- principles and practices of facility management
- supervision, evaluation and training techniques
- customer service techniques and standards
- general facility maintenance practices and standards
- record keeping, purchasing and budget monitoring
- marketing techniques
- prevention and safety practices and procedures
- record keeping and data analysis

TRAINING AND EXPERIENCE

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

Equivalent completion of the twelfth grade, and at least two years of supervisory experience and experience in facility management.

LICENSE AND CERTIFICATION

- Possession of a valid Class C California Drivers License and a safe driving record