

City of Watsonville

Job Description



JOB TITLE:	Park Services Manager	DATE APPROVED:
DEPARTMENT:	Parks and Community Services	SUPERSEDES: N/A
REPORTS TO:	Assistant Parks and Community Services Director or assigned management personnel	
SUPERVISION:	Park Maintenance Supervisor, Parks Facilities Supervisor, Parks Crew Leader, Division employees	
EMPLOYEE UNIT:	Mid-Management	
FLSA :	Exempt	

JOB SUMMARY:

Under general direction, plans, organizes, directs, coordinates and supervises the development, construction, and maintenance of City parks, recreational facilities, buildings, landscaped medians, greenbelts, urban forest, and other public grounds. Prepares the parks division operations budget; manages and oversees maintenance and construction projects; supervises and formally evaluates the work of lead parks division staff; coordinates effectively with other City Departments, advisory bodies, government agencies, and contractors; and performs related work as assigned. This job class exercises responsibility for the activities and operations of the Parks Division and for ensuring that needed personnel, materials, and equipment are available to meet parks maintenance and construction needs. Employees in this classification require a thorough knowledge of parks maintenance, development, and construction methods, materials, and procedures along with knowledge of recreation & leisure programs.

DISTINGUISHING CHARACTERISTICS:

Employees in this classification receive administrative direction within a framework of general guidelines, goals and objectives and exercise supervision over subordinate supervisors. This job class functions at a Division Management level of classification and is responsible for the activities, operations, and management of the Parks Division. Incumbents assist with the administration of the Parks Division in close coordination with other Departmental activities. Successful performance of the work requires the ability to independently implement programs, projects, and policies in conformance with generally accepted standards. This classification is distinguished from the next lower classification of *Parks Maintenance Supervisor* and *Parks Facilities Supervisor* in that the latter classifications coordinate and supervise the activities and field operations of various sections and programs, but do not possess the full division responsibilities of the *Parks Services Manager*. This classification is distinguished from the next higher classification of *Parks Superintendent* in that the latter classification is responsible for the administration of the parks division and other departmental programs.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties are performed personally, in cooperation with management and/or in coordination with division employees, other City employees, operating partners, community groups, and other public and private organizations. Additional duties may be assigned.

1. Leads and directs park operations, development, and maintenance activities to ensure the entire system is maintained in a safe, high quality and aesthetically pleasing condition.
 - a. Plans, schedules, organizes, directs, coordinates, and supervises the maintenance, operation, construction, and development of the City park system, recreational facilities, buildings, tree program, and landscaped areas through the implementation of a maintenance management system.
 - b. Ensures compliance with system-wide maintenance standards.
 - c. Researches and evaluates park needs and strategies to improve productivity and efficiency including staffing requirements, best use of vehicles and equipment, and utilization of personnel; makes field and site visits.
 - d. Makes decisions on purchasing and procurement of labor, materials and equipment for park maintenance operations; oversees inventory; directs the equipment maintenance program; contacts and coordinates with outside vendors and contractors for services and supplies.
 - e. Participates in the planning process for development, construction and maintenance of parks; assists with the implementation of strategic plans and master plans
 - f. Develops measurable service level goals and objectives and ensures compliance with maintenance schedules contributes to high public utilization and low accident rates.
 - g. Prepares reports, correspondence, and applications related to park operations, maintenance and construction and assures program, policy, and project compliance with local, state, and federal guidelines, rules, and regulations.
2. Exercises a leadership style that fosters teamwork, promotes staff initiative, and provides professional growth opportunities for all division employees.
 - a. Recruitment, hiring, training and evaluation of parks division staff, including supervisors, utility workers, park maintenance workers and temporary aides is successful.
 - b. Supervises and formally evaluates the work of parks maintenance personnel.
 - c. Inspects City park grounds, buildings, facilities, and related areas to assure proper appearance and/or to determine maintenance needs in collaboration with others.
 - d. Oversees employee safety training and ensures that division personnel comply with established safety regulations, procedures, and practices.
 - e. Active listening and feedback consistently strengthens the quality and quantity of employee performance, teamwork, employee input, and the results being achieved.
 - f. Division employees clearly understand and demonstrate an organizational focus in accomplishing the City Council's priorities and advancing the organization's values.
 - g. Development of division policies, work standards, and coordination of park operations and business functions with the recreation division is done with effective teamwork.
3. Leads the Parks Division operations in a manner that results in high customer service satisfaction levels, leveraging of resources, and continuous improvement.
 - a. Customer satisfaction is a division priority and customer focused operating policies, practices, and procedures are established and routinely evaluated for their effectiveness.
 - b. Coordinates Parks Division operations with Department activities and other City Departments; collaborates with others to improve efficiency and enhance service levels.
 - c. Maintains goods relations with the public and responds to inquiries and complaints regarding Parks Division activities; resolves technical and operational problems.
 - d. Responds to after-hours emergencies and serves as an emergency disaster worker if a local emergency is declared.
4. Prepares, submits, and administers an approved annual division budget and capital plan including the controls necessary to ensure budgetary compliance, sensitivity to program and facility needs, and careful evaluation of programs, services, and projects.

- a. Prepares and manages the division's annual park maintenance budget
 - b. Balance of effective maintenance and system improvements is achieved and maintained.
 - c. Current year projects, programs, and activities are successfully accomplished within approved budget parameters by controlling expenditures.
 - d. Assists in planning for existing and future equipment and facility needs, capital improvements; assists in the preparation of project specifications or requests for proposals; secures and evaluates bids; administers contracts for materials and services.
5. Provides information, coordination, and technical guidance to Department Director, Assistant Director, landscape architects, construction contractors as required, performing design, construction or maintenance projects
 - a. The Director and other interested parties are kept current with reliable, accurate, timely and documented information and reports providing an accurate and current measure of actions taken to create and maintain quality services and facilities for the community.
 6. Performs other job-related responsibilities as evident or directed.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles, practices, and techniques of long range planning of park facilities, maintenance operations, budget preparation and expenditure control
- Principles and techniques of supervision including staffing, employee development, and planning work
- Modern methods, materials, equipment, and tools used in parks maintenance and construction
- Tools, techniques, procedures, principles and best practices of tree care, landscape and turf maintenance, irrigation management, toxic material handling, integrated pest management, construction safety, playground and facility inspection, building and equipment maintenance
- Interpreting information, symbols and markings used in engineered plans
- Basic computer programs such as Microsoft Word, Excel, email; pc and laptop technologies, filing systems and office equipment
- Pertinent laws and regulatory codes governing maintenance operations

Ability to:

- Plan, organize, direct and supervise the development, construction, maintenance, of park facilities and related structures and equipment
- Implement Integrated Pest Management techniques and ensure safe pesticide applications
- Prepare and administer an annual division operations budget and control expenditures
- Read and interpret construction plans and specifications and inspect and evaluate construction and maintenance work
- Develop and implement work programs for the construction and maintenance of park facilities
- Effectively recruit, direct, supervise, evaluate, and train subordinates, and enforce safety
- Tactfully and courteously deal with the public and communicate effectively, both orally and in writing
- Develop and maintain accurate record keeping systems
- Analyze technical issues and develop appropriate recommendations for action
- Prepare clear and comprehensive written reports and make oral and visual presentations
- Interpret, apply, and explain laws, regulations, standards, policies, and procedures

- Maintain close and effective working relationships with the management staff of other City Departments
- Receive administrative direction and effectively carryout related projects in an independent manner
- Work long-shifts and/or occasionally irregular schedules to meet work demands
- Routinely adjust work activities to address requests made by management and/or the public
- Prioritize customer satisfaction and instill Departmental values in subordinate employees
- Establish and maintain diplomatic working relationships with those contacted in the performance of required duties; effectively represent the Department on official city business as assigned
- Resolve technical construction and maintenance problems as appropriate for the situation
- Prepare and maintain accurate paperwork such as records, order, surveys and reports
- Effectively enter and manipulate data on database and MS Office and city computer programs
- Plan large maintenance projects and assist with construction administration and inspections
- Serve as an emergency disaster worker in the event the City Manager declares a local emergency

PHYSICAL REQUIREMENTS:

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Drive a vehicle, climb into and out of appropriate vehicles; and up and down stairs and ladders
- Walk on uneven surfaces and stand for long periods of time
- Reach above and at shoulder height
- Work outdoors for long periods of time in variable temperatures and weather conditions
- Work under conditions such as high noise levels, medium to high speed traffic, strong and unpleasant odors, and vibration from equipment and dust from various materials
- Hear and distinguish various sounds such as loud machinery and voices of co-workers in a noisy environment
- Distinguish colors and symbols such as colored medical waste containers, recyclable materials and waste containers.

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:

- High School graduation or G.E.D.; and
- Five years of increasingly responsible experience in park and landscape maintenance, including at least three years in a supervisory capacity.

LICENSE & CERTIFICATION:

- Possession of a valid California Class C Driver’s License and a safe driving record
- Must obtain CPR and first aid certifications within six months of employment
- Possession of a Qualified Applicator (QAC / QAL) or Pest Control Advisor (PCA) Certificate or License within one year of hire

OTHER REQUIREMENTS:

- Must successfully complete a state mandated background investigation and drug screen at time of hire.
- Must be willing to work outdoors in various weather conditions.
- Must be willing to respond to emergencies outside of regular work hours.

DESIRABLE QUALIFICATIONS:

- Bilingual English/Spanish highly desirable.
- Possession of a valid California Commercial Class A or B Driver's License
- Possession of any professional certificates or licenses related to landscaping and irrigation, arboriculture, heavy equipment operation/maintenance, construction trades
- Working knowledge of Computer Assisted Drafting programs
- Possession of a Certified Playground Safety Inspector Credential
- Possession of an ISA Certified Arborist credential.