



## **Program Manager**

Naperville Park District

**Contact Name:**  
**Contact E-mail:**  
**Contact Phone:**  
**Closing Date:**  
**Salary:** \$58,800+DOQ

### **Description:**

The Program Manager position is responsible for the delivery of athletic recreational programs, among other programs, facilities and services which meet the recreation needs of the community. This position is under the general supervision of the Superintendent of Recreation.

Salary: \$58,500 + DOQ  
Schedule: Full Time

### **Essential Duties and Responsibilities:**

Develop, plan, organize, and manage assigned programs, facilities and special events subject to the needs and interests of the community, and in support of the District's mission, vision and core values. Evaluate programs, facilities and special events, and formulate recommendations to improve services. Establish, support, and maintain collaborative efforts with internal and external customers and organizations.

Work closely with related departments to identify strategic initiatives, establish direction, and further develop customer service philosophy. Evaluate and continually improve processes and procedures to increase efficiencies.

Optimize traditional and alternative revenue sources available for programming objectives.

Purchase, inspect, inventory, and initiate requests for repairs on program equipment and supplies.

Prepare, maintain, and submit reports regarding programs, equipment, facilities, and customer trends.

Coordinate the use of facilities and services with other departments in the park district, school districts, community organizations and contractual vendors. Modify activity schedules as needed to optimize facility utilization.

Ensure compliance with program outcomes and develop specific goals and objectives related to improvement of programs and special events.

Prepare information for the District's program guides and website, assist Marketing Department in the design and development of flyers, posters, brochures, and email marketing materials and distribute appropriately.

Establish and maintain a positive working relationship with residents, customers, vendors, community partners and co-workers.

Follow and model compliance with all District, State, Federal and departmental safety and risk management, personnel, administrative policies and procedures, ordinances and regulations.

Maintain a proactive approach to safety and risk management. Participate in the creation, implementation and evaluation of sound risk management policies and procedures. Report all accidents and incidents in a timely manner. Conduct timely accident investigations, complete accurate and timely accident and incident reports. Work collaboratively with the HR Department on claims. Is prepared for and cooperative during the loss control review process and PDRMA field visits.

Develop annual department/division budget and year end projections as outlined in the annual budget calendar. Communicate budgetary requests as needed and educate direct reports on the approved annual budget. Continuously monitor budget performance throughout the year, adjusting for unexpected expenses or fluctuations in revenue as appropriate. Approve expenditures. Comply with District financial policies.

Develop and approve job postings. Screen applicants, interview potential candidates, select staff. Orient and provide training for new hires and rehires. Ensure the accurate and timely completion of all new hire and re-hire paperwork.

Complete performance appraisals on an annual basis for part time reports.

Coach and develop staff on an on-going basis. Communicate job expectations. Provide training opportunities. Administer appropriate praise and discipline.

Schedule staff to ensure an adequate level of coverage.

Ensure the accurate and timely completion of independent contractor agreements, and uphold terms of the agreements with contractual vendors.

Ensure confidential use of customer information, including credit card transactions and household accounts.

#### Other Duties and Responsibilities:

Respond to all customer comments and inquiries in a timely fashion.

Formulate and recommend policies and programs that guide the district in maintaining and improving its image, competitive position, service levels and profitability.

Work closely with the District's Volunteer Coordinator to develop, plan, organize and implement program initiatives through the use of volunteers.

#### Knowledge, Skills, and Abilities:

Knowledge of the theories, practices, and philosophy of community recreational programming.

Knowledge and skill in budget preparation, financial management and fiscal control.

Capacity to make decisions objectively based upon customer service and fiscal restraint.

Skill in the operation and maintenance of recreational program equipment.

Ability to recognize the needs of the community and organize programs/events to meet those needs.

Communicate effectively, both orally and in writing.

Demonstrate good judgment, initiative, flexibility and creativity.

Ability to work in a team atmosphere.

Ability to work independently in day-to-day operations with general direction from the supervisor.

Working knowledge of basic computer software.

#### Education and Experience:

Bachelor's degree in Recreation and Park Administration, Leisure Studies or related field.

Minimum two (2) years experience in recreation programming preferred, or an equivalent combination of education and experience.

Possession of, or the ability to obtain, CPRP certification within two (2) years of date of hire.

Valid driver's license.

#### Special Considerations:

Subject to modified/flexible work schedules.

Subject to both inside and outside environmental conditions.

Frequent manipulation of assigned office equipment.

Continuous exposure to computer screens.

Sustained posture in a seated or standing position for prolonged periods of time.

Ability to occasionally lift, carry and move medium weight (50lbs.) objects.

Ability to move from site to site.

Occasional exposure to loud noise.

Manual dexterity to manipulate recreation program equipment.