



## **General Manager of Facilities & Operations**

### **Park District of La Grange**

**Contact Name:** Jenny Bechtold  
**Contact E-mail:** jennybechtold@pdlg.org  
**Contact Phone:** 708-352-1762  
**Closing Date:**  
**Salary:** \$65,000 to \$85,000 DOQ

**Description:**  
**Join Our Team at the Park District of La Grange!**

Apply **HERE** or visit our website at **PDLG.org**

Are you looking for a rewarding career where you can make a real impact in a vibrant, community-focused organization? The **Park District of La Grange** is the perfect place to grow your career while serving a welcoming and active community!

We proudly serve a **three-square-mile area** within the beautiful west suburban **Village of La Grange**, maintaining **67 acres of parkland across 11 locations**. With **over 1,500 recreation programs annually** for more than **16,000 residents**, our team is at the heart of creating memorable experiences. As a thriving organization with an **operating budget of \$7 million**, we are supported by **18 full-time and 80 part-time/seasonal employees** who bring passion and dedication to everything we do.

### **Why Join Us?**

At the Park District of La Grange, we care about our employees and offer **amazing benefits** that support your well-being and professional growth:

#### **Comprehensive Insurance Options**

- Defined contribution **medical insurance plan** (2 plan options, Employee 100% Paid)
- **Dental and vision insurance**
- District-paid **life insurance**

#### **Retirement & Financial Security**

- Participation in **IMRF (Illinois Municipal Retirement Fund)**
- **Deferred compensation programs** (Nationwide)
- Voluntary supplemental insurance (AFLAC) for short-term disability, accident, and hospitalization

#### **Work-Life Balance & Paid Time Off**

- **Vacation days, personal days, sick leave, floating holidays, and 10 paid holidays**

- **Paid bereavement leave**

## **Employee Wellness & Perks**

- **Free Individual La Grange Fitness Membership**
- **Free/discounted Park District programs**
- **Employee Assistance Program (EAP)**
- **Employee wellness program**
- **Professional organizational membership**
- **Fun employee social activities**

## **GENERAL PURPOSE:**

The General Manager of Facilities & Operations is responsible for the management and administration of all Park District facilities and the Recreation Center, including building, park, and field rentals; maintenance and custodial operations; open gyms; indoor playgrounds; White Sox training space; fitness center and classes; facility scheduling; and assigned facility programs.

This role operates under the guidance and goals set by the Executive Director, adhering to policies and procedures approved by the Board of Directors. While the role follows these overarching directives, it offers significant autonomy in day-to-day operations.

The General Manager of Facilities & Operations is accountable for delivering a functional, attractive, safe, and accessible recreation experience for customers, within the resource limitations available. Additionally, the role will be evaluated based on program management, personnel management, fiscal administration, customer service quality, the ability to meet financial goals, and the effective operation of programs.

## **QUALIFICATIONS:**

### **Qualifications & Requirements**

#### **Education & Experience**

- **Bachelor's degree** in Parks and Recreation, Leisure Studies, Business Administration, Facility Management, or a related field (**preferred**)
- **High school diploma (required)**
- **Minimum 3 years of facility management experience (required)**
- Experience in **fitness facilities, operations, and programs (preferred)**
- Strong **supervisory and management skills**
- Knowledge of **budgeting and fiscal accountability**

#### **Skills & Abilities**

- Strong **oral and written communication skills**
- Ability to **problem-solve and interpret various situations**
- Understanding of **community needs, demographics, and economic structures** to develop relevant programs
- **Proficiency in basic computer software**

#### **Additional Requirements**

- Availability to **work nights and weekends**
- **Medic Instructor certification** (or ability to obtain within the first year)
- **Experience with RecTrac (a plus)**
- **Valid Illinois Driver's License (required)**

## **ESSENTIAL DUTIES:**

### **Program/Facility Operations:**

1. Plan, organize, and oversee the operation of the Recreation Center, fitness center, parks, fields, open gyms, indoor playgrounds, and other district facilities.
2. Supervise and coordinate facility rentals, ensuring facilities are properly prepared, safe, and clean.
3. Develop and maintain facility schedules to ensure effective use and availability.
4. Collaborate with the Facility & Operations Supervisor to schedule and manage room requests, rentals, and special events.
5. Ensure all facilities, equipment, and technology systems (security cameras, AV systems, alarms, etc.) are functioning properly.
6. Review the facilities regularly, making recommendations for needed improvements or repairs, and work with the GM of Parks Maintenance for facility repairs.
7. Ensure that all equipment is in good working order, and that facilities meet the district's cleanliness and maintenance standards.
8. Communicate with facility renters and program participants to ensure expectations and requirements are met.
9. Conduct long-term planning for capital improvements, repairs, and upgrades to facilities.

### **Personnel Management:**

1. Supervise full-time and part-time staff, including the full-time Facility & Operations Supervisor, custodial staff (two full-time staff), and MOD's.
2. Responsible for recruiting, hiring, training, and evaluating staff performance. Ensure staff are trained in customer service and safety protocols.
3. Ensure the custodial and maintenance staff are scheduled and trained appropriately.
4. Provide clear guidelines, task instructions, and ensure accountability for staff performance.
5. Evaluate the effectiveness of staff in meeting district standards, ensuring that deadlines and safety regulations are adhered to.

### **Fiscal Management:**

1. Develop, manage, and track the budget for all facility operations, including maintenance, programming, and rentals.
2. Ensure adherence to budgetary guidelines, making recommendations for adjustments when necessary.
3. Track and review financial reports for facility operations and programs, recommending any adjustments to ensure fiscal responsibility.
4. Assist with the development of long-term financial goals and strategic plans for the department.

### **Customer Service:**

1. Maintain high standards of customer service within the Recreation Center and other facilities, as well as internal customer service.
2. Continuously evaluate customer feedback, responding to concerns and making recommendations to the Executive Director to improve programs and services.
3. Develop and implement quality control systems to ensure customer satisfaction.
4. Serve as a point of contact for facility users, addressing concerns and ensuring issues are resolved promptly and professionally.
5. Maintain positive public relations with members, customers, and the community.

### **Safety, Health & Loss Control**

1. Serve as the Co-Safety Chair for the Safety Committee.

2. Lead CPR and AED training for all full-time and part-time staff.
3. Oversee safety inspections and ensure the proper functioning of safety equipment throughout the facilities.
4. Manage the District's Certificate of Insurance program and work with the appropriate stakeholders to ensure coverage for facilities and programs.
5. Support and promote all safety, health, and loss control policies adopted by the Park District.
6. Ensure familiarity with and adherence to the Employee Safety Manual.

**Other Duties and Responsibilities:**

1. Participate in district committees, focus groups, and special projects as directed by the Executive Director.
2. Stay updated on industry trends by attending conferences and workshops relevant to facilities and operations management.
3. Respond to facility emergencies, manage crisis situations, and assist with emergency evacuations as needed.
4. Assist with the inclusion of special needs participants in district programs.
5. Perform any other duties as assigned.

If you're passionate about parks, recreation, and community engagement, we'd love to have you on our team! Come be a part of something meaningful and help us create a healthier, happier La Grange.

**Apply today and take the next step in your career with the Park District of La Grange!**