



Superintendent of Recreation Facilities

City of Maryland Heights

Contact Name: Bo Hahn

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Closing Date:

Salary: \$75,000-\$85,000 DOQ

Description:

PRIMARY PURPOSE:

Responsible for the supervision and management of the City's indoor and outdoor recreation facilities including the Community Center and Aquaport. Oversees key supervisory staff and provides leadership in planning, promoting, organizing, and implementing a comprehensive recreation program to meet the passive and active needs of the community. Assists the Director of Parks & Recreation in developing and administering a multi-faceted facility and recreation operations budget. Supervises directly or through subordinates all full-time, part-time, and seasonal personnel assigned to recreation facilities.

SUPERVISION:

Supervises all full-time and part-time staff within the Recreation Facilities Division. Specifically oversees the Customer Service Supervisor, Aquatic Supervisor, and Fitness Specialist. Provides direction, assigns duties, reviews performance, and ensures quality facility operations and service delivery.

DESCRIPTION OF WORK:

1. Oversees all operational aspects of the Community Center and Aquaport, including facility staffing, programming, and customer experience.
2. Supervises:
 - The Customer Service Supervisor, responsible for front desk operations, registration, and membership services;
 - The Aquatic Supervisor, who manages the indoor pool and Aquaport including staff hiring, training, and supply management;
 - The Fitness Specialist, who oversees fitness floor operations, personal training, group exercise programming, and instructor supervision.
3. Prepares and administers the annual facility operations budget. Ensures cost-effective use of resources.
4. Provides leadership and guidance in short- and long-range planning, studies, reports, and analysis related to recreation facilities.
5. Plans, schedules, and assigns work for staff; evaluates and adjusts workloads as needed to

ensure efficient facility operations.

6. Establishes departmental goals and benchmarks; monitors progress and implements changes to improve service delivery and efficiency.
7. Coordinates and supervises the recruitment, hiring, and training of all recreation facility personnel; evaluates employee performance and professional development.
8. Ensures effective communication between staff, residents, program participants, and other City departments.
9. Develops and enforces facility policies and procedures to ensure safe, inclusive, and high-quality operations.
10. Collaborates with the other Superintendents on use of park areas and facility logistics for recreation programs, rentals, and events.
11. Prepares bid specifications for supplies, equipment, and contracts related to facility operations.
12. Conducts regular inspections and assessments of facilities to ensure maintenance standards, public safety, and ADA compliance.
13. Serves as a departmental liaison for special events, rentals, and public programs held within recreation facilities.
14. Supports department-wide initiatives such as marketing, public engagement, program evaluation, and cross-departmental projects.
15. Attends committee, commission, and staff meetings; participates in local, state, and national professional development opportunities as approved.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

A. Knowledge

- Broad understanding of recreation facility operations, customer service practices, aquatics, and fitness programming.
- Familiarity with recreation registration systems and budget administration.

B. Skills

- Proficient in Microsoft Office (Word, Excel), social media tools, and recreation software platforms.
- Effective communication and leadership skills.
- Strong organizational, planning, and problem-solving capabilities.

C. Abilities

16. Plan and manage large-scale recreational facility operations.
17. Supervise, train, and evaluate staff performance effectively.
18. Communicate clearly and professionally with the public, staff, and other stakeholders.
19. Interpret data, reports, and community needs to guide decision-making.
20. Make sound independent judgments aligned with department goals and City policies.

EXPERIENCE, EDUCATION, AND TRAINING

21. Bachelor's degree in Parks and Recreation Management or related field required; Master's preferred.
22. Minimum of seven (7) years full-time experience in recreation/leisure management.
23. Minimum of five (5) years of management and supervisory experience.
24. Experience in developing and managing budgets.

25. Experience in aquatic, fitness, and customer service operations preferred.
26. Certified Park and Recreation Professional (CPRP) preferred.
27. Valid driver's license required.

PHYSICAL REQUIREMENTS

28. Ability to lift and carry up to 25 pounds.
29. Capability to observe and inspect indoor and outdoor facility conditions.
30. Must be able to work extended hours, evenings, or weekends as required.
31. Ability to sit, stand, walk, and use a computer for prolonged periods.

WORKING CONDITIONS

Primarily an indoor office environment with periodic inspections or supervision in outdoor and aquatic settings. May be exposed to varying weather conditions, loud environments, or public interaction during events or emergency responses.

The City of Maryland Heights is an equal opportunity employer.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities of the job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties or tasks as requested by management.