



Ice and Aquatics General Manager

Wilmette Park District

Contact Name: Carol Heafey
Contact E-mail: cheafey@wilpark.org
Contact Phone: 847-256-9692
Closing Date:
Salary: \$83,753 - \$117,254

Description:

The Wilmette Park District offers a generous and comprehensive benefits package that includes medical, dental, and vision coverage, along with life insurance (basic and voluntary), a pension plan (Illinois Municipal Retirement Fund), 457 Defined Contribution Plan and Section 125 Flexible Spending Account in addition to paid holidays and vacation time, facility discounts and usage benefits.

Benefit Summary link:

<https://d11ixze0kvt635.cloudfront.net/wp-content/uploads/2025/01/20161127/Benefits-2025-FT-job-posting.pdf>

PARK DISTRICT SUMMARY: Founded in 1908, the Wilmette Park District is a government agency responsible for acquiring, developing, and maintaining natural areas, parks, and leisure facilities in the Village of Wilmette. Our suburban community is located 14 miles north of Chicago. We are stewards of over 300 acres of parks and open land including Gillson Park and the Wilmette Beaches; Keay Nature Center; Community Playfield; Mallinckrodt Park and a portion of the Green Bay Bike Trail. Neighborhood parks can be found in 18 additional locations throughout our village. The Wilmette Park District also plans, develops and executes a wide range of recreational programs and activities that reflect the interests of all age groups in the Wilmette community.

SUMMARY:

Under the direction and supervision of the Superintendent of Recreation, the Ice and Aquatics General Manager is responsible for the overall direction of the Centennial Ice Rink and the Centennial Family Aquatic Center which includes facility operation, programming, and membership. This position oversees three full-time direct reports and 200+ part-time/seasonal indirect reports.

SUPERVISION:

- Recruit, hire, onboard, supervise, and evaluate full-time Aquatics and Ice Supervisor, Figure Skating Supervisor and Ice Rink Maintenance Supervisor.
- Indirect supervision of part-time operations staff, instructors, coaches, and 200+, seasonal employees and recreation intern.

- Oversee recruitment, hiring, training, supervision, and evaluation of part-time Aquatics and Ice staff, including, but not limited to, customer service representatives, instructors, skate guards, lifeguards, camp staff, maintenance and lead staff.
- Carry out supervisory responsibilities in accordance with the Park District's policies and applicable laws.
- Lead regular staff meetings and attend district-wide meetings to keep all levels of employees within the facility apprised of agency business.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following (other duties may be assigned):

- Oversee the development, supervision and evaluation of all facility programs and events.
- Set vision, culture, customer experience expectations and direction for the facility and effectively delegate specific goals, objectives, and priorities to staff; regularly.
- Analyze and evaluate financial data, usage, industry trends and customer satisfaction.
- Oversee programs and services to meet customer needs and expectations.
- Maintain positive professional relationships with all Park District contractors, renters, and partners including, but not limited to Wilmette Hockey Association, School District 39, New Trier, Wilmette Public Library, and Village of Wilmette.
- Develop and implement business plans for Ice and Aquatics operations.
- Seek new revenue opportunities.
- Evaluate customer and community interests and needs; make recommendations on future facility operations, services and programs based on community feedback and trends.
- Make recommendations on capital improvement projects on an annual process, including project implementation involvement.
- Manage concessions contracts at the pool and ice arena.
- Oversee ice and pool facility sponsorships.
- Oversee pre-season and in-season training to cover staff expectations, customer service, safety and procedures that are outlined in various employee handbooks.
- Actively participate in the support and development of staff.
- Monitor and approve accurate payroll for direct reports; review and approve payroll for indirect reports to ensure compliance with employment classification.
- Implement purchasing, inventory of supplies, and reconciliation in accordance with Park District policies and procedures.
- In conjunction with the Aquatics and Ice Supervisor, coordinate seasonal facility start-up and closure procedures with the Parks and Planning Department.
- Prepare monthly, quarterly, and seasonal board reports on programs and operations to the Superintendent of Recreation.
- Create and execute Aquatics and Ice Programs and Operations annual budget in accordance with Park District policies and procedures, including capital improvement recommendations to the Superintendent of Recreation on an annual basis.
- Monitor monthly budget and report any variances.
- Collaborate with the Marketing and Communications Department on annual marketing plan for operating areas, submit brochure content and monitor website for accuracy.
- Manage general facility rentals and events (voting, parking lot rentals, special events, etc.) in coordination with the Racquet Sports General Manager.
- Attend conferences, workshops and seminars related to the position, staying current with safety protocols, training materials and programming options.
- Collaborate on the Recreation Internship Program.
- Actively uphold and contribute to the Wilmette Park District Comprehensive and Strategic Plan, including the Guiding Principles and Strategic Priorities.
- Actively contribute to the Park District's sustainability goals.

- Master operation of Zamboni within three months of hiring and train staff accordingly.
- Participate in planning and execution of Park District wide special events.
- Additional duties as assigned.

SAFETY RESPONSIBILITIES:

- Actively support the safety program that will effectively control and reduce accidents.
- Obey the practical safety rules, regulations and procedures established by the Wilmette Park District safety program that are pertinent to the activities conducted by the department.
- Become familiar with and follow safety procedures of the Wilmette Park District including, but not limited to fire, severe weather and evacuation procedures.
- Promptly report all unsafe actions, practices or conditions observed to immediate supervisor and Human Resources and Risk Manager.
- Attend and participate in required safety trainings.
- Review all accident and incident reports that occur under area of responsibility and send them to Human Resources/Risk Management division.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Parks and Recreation, Sports/Business Management, or related field.
- 7 years minimum of progressive experience in Parks and Recreation.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong organization management, supervision, attention to detail and problem solving, along with excellent communication skills.
- Ability to read and interpret documents and /or instructions furnished in written, oral, diagram, or schedule form.
- Ability to apply common sense understanding to carry out detailed, but uninvolved instructions furnished in written, oral or diagram form.
- Ability to deal with problems involving few concrete variables in standardized situations.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to questions from the Park District Board of Commissioners, groups of general managers, other staff, clients, customers and the general public.

TECHNOLOGY SKILLS:

Possess computer skills with the ability to learn and use new computer software. The Park District uses Microsoft Office Suite, Wrike for project and content management, Paycom for payroll processing, Incode for financial record/budget management, and RecTrac for program registration/facility booking.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Hold a valid Driver's License.
- Must possess and maintain CPR/First Aid certificates within three months of hiring, provided by the Park District.
- Certified Pool Operator or Aquatics Facility Operator
- Complete annual District trainings including, but not limited to, Sexual Harassment Training, Blood Borne Pathogens annually and Mandated Reporter every three years.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stoop, kneel, crouch or crawl.
- The employee is frequently required to talk or hear; use hands to finger, handle, and feel; and reach with hand and arms.
- The employee is occasionally required to stand, walk and sit; climb or balance; and push/pull objects.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to move quickly to respond to emergency situations.
- The noise level in the work environment is usually moderate.
- While performing the duties of this job, the employee is regularly exposed to cold, wet and/or humid conditions.

WORK SCHEDULE:

- In-season schedule - extra hours expected Memorial Day through Labor Day, with at least one weekend day shift to be anticipated.
- Normal off-season working hours are Monday through Friday, 9 am to 5 pm.
- General hours of duty will be approved by the Superintendent of Recreation.

Apply online:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=299169&clientkey=F483035F83AF15A8C8A46DF6BE97D42C>