



Recreation Facilities Manager

DeKalb Park District

Contact Name: Jennifer Crouch

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Closing Date:

Salary: \$60,000 - \$75,000

Description:

APPLY HERE:

<https://www.paycomonline.net/v4/ats/web.php/portal/363CB7D97840CD0415F999E123981D7C/jobs/59914>

DEPARTMENT: Recreation

TITLE: Recreation Facilities Manager

CLASSIFICATION: Full-Time, Exempt

SUMMARY OF POSITION: Responsible for the planning, coordination, and oversight of all indoor and outdoor athletic facility rentals and the daily operations of the District's indoor recreation facilities. Oversees facility scheduling, event logistics, and customer service standards. Acts as the department's risk management lead by supporting safety protocols, incident response, and compliance with applicable policies and procedures. Assists with staff supervision, operational budgeting, and coordination with internal departments to ensure safe, efficient, and high-quality facility use for the community.

SUPERVISION RECEIVED: Reports to the Superintendent of Recreation

SUPERVISION EXERCISED: Directly supervises part-time and seasonal recreation program staff including front desk staff and site supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates all indoor and outdoor athletic facility rentals, including scheduling, contract preparation, fee administration, staffing, site setup and teardown, and execution of operational, safety, and risk management requirements to ensure successful and compliant events.
- Oversees the daily operations of indoor recreation facilities, including staffing and scheduling, customer service standards, risk management practices, facility readiness, and coordination of concession operations to ensure safe, efficient, and high-quality use of facilities.

- Acts as the primary facility scheduling authority, managing all recreation facility calendars and coordinating schedules with internal programmers and external constituents.
- Provides operational support for special events, including coordination of food and beverage services, oversight of event safety and risk management requirements, and management of facility usage to ensure successful, compliant, and well-organized events.
- Manages membership services operations, including program registration, system administration for registration software, and supervision of front-end staff and customer service functions.
- Assist in the development and support of marketing and promotional strategies to increase awareness, enrollment, and community engagement in programs and special events.
- Oversee program safety and customer service, ensuring compliance with District policies, serving as the department liaison to the Safety Committee, and leading risk management efforts.
- Monitor financial performance for assigned areas including program revenue and retention; prepare reports and assist with annual budgeting.
- Attends all meetings as requested and maintains open communication with the Superintendent of Recreation & Facilities.
- Perform other related duties as assigned to support the mission of the DeKalb Park District.

PERIPHERAL DUTIES:

- Periodically substitutes for absent staff, program supervisors, or instructors as necessary.
- Instructs and certifies District staff in First Aid and CPR.
- Participates in community groups and committees that relate to area of responsibility.
- Serves on internal District committees or project teams as assigned.
- Attends conferences, seminars, and educational sessions and participates in professional associations as they pertain to area of responsibility.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- Prior experience in an athletic facility, event, and/or membership services setting.
- Bachelor's Degree in Parks and Recreation or related field.
- Two (2) – four (4) years experience in staff supervision and/or facility management.

Necessary Knowledge, Skills and Abilities:

- Knowledge of facility operations, safety and risk management, and customer service standards in a recreation or community setting.
- Ability to develop and run innovative programs and facilities that meet the needs of the community.
- Ability to hire, train, lead, and direct staff in an effective manner.
- Ability to communicate effectively both orally and in written format.
- Marketing skills to grow and expand programming initiatives.
- Basic computer skills and an ability to learn and display proficiency at using the District's registration software.
- Ability to interact with customers in a professional manner and resolve complaints and issues in a timely manner.
- Ability to develop and implement program budgets and to be fiscally accountable for areas of responsibility.

PREFERRED REQUIREMENTS:

- 3-5 years of progressively responsible experience in recreation facility operations, athletic facility management, or similar settings.
- Experience coordinating special events or large-scale rentals.

- Knowledge of local, state, or national facility management and safety standards.

SPECIAL REQUIREMENTS:

- Possession of a valid driver's license.
- Must have or obtain certification in First Aid, CPR, and AED.
- Evenings, weekends and holiday hours will be required at times.

PHYSICAL DEMANDS:

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 frequently required to drive, stand, walk, kneel, crouch, climb stairs, see, hear, and speak. The position requires substantial time on the phone, sitting while using a computer and sitting at a desk. The employee may need to stand for prolonged periods of time and be required to walk, run, jog or perform other physical maneuvers in order to demonstrate a skill or component of a program.

The employee will occasionally lift and/or move up to 50 lbs. by themselves and 75 lbs. with assistance.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 associated with this job the employee may work in a combination of office, indoor and outdoor environments. The employee will be exposed to loud noises such as fireworks or noises associated with events with crowds. The position is exposed to outdoor weather conditions, including extreme heat and humidity, cold, rain and/or snow.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference and /or background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.