



Recreation Division Manager

Village of Orland Park

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Closing Date:

Salary: \$92,617 - \$129,663

Description:

POSITION OVERVIEW

The Recreation Division Manager provides leadership and oversight for a broad portfolio of recreation programs, services, facilities, and assigned operations across the Recreation & Parks Department. This position is responsible for division planning, program and service development, staff leadership, budget administration, operational procedures, customer service standards, and continuous improvement across assigned recreation areas. The Recreation Division Manager also provides operational oversight for the FLC, including facility operations, building staff, and related facility budgeting; oversees the Recreation Internship Program; provides leadership for assigned cultural arts programming including dance, theater, improv, and related performance or recital operations; and serves as staff liaison to the Cultural Arts Advisory Board. This position supports department goals by evaluating community needs, guiding program and operational improvements, coordinating resources across multiple facilities and service areas, and helping ensure safe, efficient, and high-quality recreation services for the community.

ESSENTIAL JOB FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

- Provides leadership for assigned recreation division operations, services, programs, and related activities across multiple facilities and service areas, including planning, coordination, service delivery, and continuous improvement.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff; supports staff selection, onboarding, training, development, accountability, and discipline in accordance with Village policies and procedures.
- Develops, implements, and maintains goals, objectives, policies, procedures, and work standards for assigned programs, services, and operational areas.

- Provides leadership for customer service standards and practices within assigned areas; supports a high-quality customer experience, reinforces service expectations, and works collaboratively with staff and other divisions to promote responsive and professional service.
- Provides leadership and operational oversight for the FLC, including facility readiness, daily operations, room use coordination, support of programs, rentals, and special events, and coordination of operational and maintenance needs to help ensure the facility remains functional, safe, clean, and ready for use.
- Oversees FLC building staff, including Building Attendants, by planning, organizing, assigning, supervising, reviewing, and evaluating work; supporting training, scheduling, accountability, and service expectations; and helping ensure consistent coverage and quality service.
- Develops, implements, and maintains facility procedures, operational practices, and service standards specific to the FLC to support safe, efficient, and high-quality facility operations.
- Oversees the Recreation Internship Program, including planning, recruitment, coordination, placement, supervision, mentoring, and evaluation of interns to support departmental operations and staff development.
- Provides leadership and operational oversight for the dance program, including class and recital planning, instructor staffing, program quality, participant experience, and personnel actions related to hiring, training, performance management, and discipline in accordance with Village policies and procedures.
- Provides leadership and operational oversight for theater and improv programming, including season planning, class, camp, and workshop coordination, instructor or contractor coordination, participant experience, and overall program quality.
- Oversees theater and improv productions, shows, and related performances, including planning, scheduling, logistics, rehearsals, staffing support, performance readiness, and coordination of operational needs to support successful public presentations.
- Assesses theater and improv program performance, participation, audience response, and community interest, and implements improvements to strengthen quality, efficiency, audience experience, and program growth.
- Serves as staff liaison to the Cultural Arts Advisory Board; coordinates meetings, prepares agendas and supporting materials, maintains meeting records, and supports board initiatives, recommendations, and related cultural arts efforts.
- Prepares and administers the budget for assigned programs, facilities, services, and operational areas, including FLC operations and staffing; monitors expenditures and revenues and recommends adjustments, purchases, and resource allocations as needed.
- Assists with grant development, grant administration, and related documentation for assigned programs, projects, and initiatives.
- Prepares periodic and special reports and develops or maintains manuals, procedures, and instructional materials related to assigned services, programs, facilities, and operations.
- Evaluates the effectiveness of programs, services, facilities, and assigned operations through feedback, usage trends, program outcomes, and related data, and recommends or implements improvements to strengthen participation, efficiency, service quality, and overall effectiveness.
- Supports department safety initiatives by identifying, documenting, communicating, and tracking safety concerns, operational hazards, and corrective actions related to assigned programs, facilities, services, and events.
- Serves as an active member of department and cross-functional work teams and promotes the overall mission of the Village through collaboration, problem-solving, courteous public service, and a harmonious and effective workplace environment.

QUALIFICATIONS

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.

Education and Experience

- Bachelor's Degree in Recreation, Leisure Services, Arts or a related field.
- Five (5) years of recreation and/or cultural program planning and administration experience, one (1) year of which was in a supervisory role.
- OR an equivalent combination of education, training and experience.

Licenses and Certifications

- Valid State of Illinois Driver's License.
- First Aid/CPR certification within three (3) months of date of employment.
- CPRP Preferred

REQUIRED KNOWLEDGE AND SKILLS

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge

- Recreation program administration, service delivery, and operational oversight across multiple program areas and facilities.
- Community recreation and cultural arts trends, customer needs, participation patterns, and methods for evaluating programs and services.
- Program planning, development, implementation, promotion, and evaluation for recreation services, cultural arts initiatives, and community activities.
- Employee supervision, including staffing, work planning, training, coaching, performance management, and accountability.
- Customer service standards, conflict resolution, and methods for creating a positive and responsive patron experience.
- Budget preparation, financial recordkeeping, grant administration, and monitoring of revenues and expenditures.
- Operational planning, policy development, service standards, and coordination of maintenance or service issues for assigned facilities, including the FLC.
- Recreation Internship Program coordination, including recruitment, mentoring, supervision, and evaluation.
- Dance, theater, and improv program administration, including instructor or contractor coordination, recital or performance planning, participant and audience experience, and program quality.
- Advisory board support, meeting coordination, and preparation of agendas, supporting materials, and meeting records.
- Facility and program safety, risk identification, incident prevention, and corrective-action follow-up in a recreation setting.
- Rules, regulations, policies, procedures, computer applications, and recreation management software related to the work.
- Effective techniques for working collaboratively with individuals from diverse backgrounds.

Skills

- Providing leadership for broad recreation operations, programs, services, facilities, and assigned staff.
- Planning, organizing, assigning, supervising, reviewing, and evaluating the work of assigned staff.
- Developing and implementing goals, procedures, work standards, and operational improvements.
- Planning, coordinating, and evaluating multi-faceted recreation, cultural arts, and facility-based services across multiple areas.
- Overseeing the Recreation Internship Program and supporting intern placement, supervision, mentoring, and evaluation.

- Providing operational oversight for the FLC, including facility readiness, room use coordination, building staff supervision, and support of programs, rentals, and events.
- Administering facility- and program-related budgets and monitoring expenditures, staffing needs, and service requirements.
- Leading dance, theater, and improv programming, including classes, camps, rehearsals, shows, performances, instructor or contractor coordination, and participant or audience experience.
- Supporting advisory board operations through effective meeting coordination, communication, and follow-through.
- Monitoring program and service performance and making sound recommendations to improve efficiency, quality, and effectiveness.
- Reinforcing customer service standards and responding professionally and effectively to patron and operational concerns.
- Preparing clear, concise, and accurate reports, correspondence, manuals, procedures, agendas, and other written materials.
- Analyzing program, usage, and operational data to support sound decision-making and continuous improvement.
- Coordinating multiple priorities, projects, facilities, and service needs in a fast-paced environment.
- Exercising sound judgment and building effective working relationships with staff, patrons, vendors, community partners, advisory board members, and other departments.

Ability

- Lead assigned recreation operations, programs, and services across multiple facilities and service areas.
- Balance staffing, scheduling, service, operational, and program priorities in a dynamic environment.
- Lead a combination of facility-based and public-facing program responsibilities, including FLC operations and performance-based programming such as theater, improv, and dance recitals.
- Oversee internship, instructor, and staff coordination while maintaining accountability, program quality, and service standards.
- Exercise sound judgment and make effective decisions within established policies, procedures, and department standards.
- Identify, communicate, and follow up on operational or safety concerns and support timely corrective action.
- Maintain a high standard of customer service while addressing patron concerns and supporting a positive service environment.
- Analyze community needs, participation trends, and operational performance and use that information to support improvements.
- Communicate clearly and professionally, both orally and in writing, in routine, complex, and high-demand situations.
- Organize and prioritize multiple assignments while maintaining accuracy, accountability, and attention to detail.
- Build and maintain effective working relationships with staff, patrons, partners, advisory board members, and other departments.

MANAGERIAL/SUPERVISORY RESPONSIBILITIES

Supervises assigned staff and provides leadership, direction, accountability, and performance oversight for assigned program and operational areas. Also provides functional oversight for interns, instructors, and other assigned program personnel in accordance with Village policies and procedures.

ENVIRONMENTAL AND PHYSICAL DEMANDS

Environmental

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.

- Work is performed in an office environment at multiple recreation facilities. The pace of work varies from moderate to fast. Some evening and weekend hours are required.
- The majority of work in this position will be performed in an office but will include a variety of indoor/outdoor settings. Outdoor settings can be impacted by inclement weather and temperature extremes. Additionally, some events (i.e. concerts) are subject to high noise levels. The employee will be subjected to a work environment that varies from fast, to slow paced. A work laptop and cellphone will be made available.

Physical

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

- Mobility to work in an office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 50 pounds; vision to read printed materials and computer screens; hearing and speech to communicate effectively in person or over the telephone.

Compensation & Benefits

The Village of Orland Park offers a competitive market rewards package that includes a base salary range between \$92,617.00 and \$129,663.00, depending on experience and qualifications. This position is eligible for the Village of Orland Park's comprehensive employee benefits program which includes multiple medical plan designs offered through Blue Cross Blue Shield of Illinois, dental, vision, life insurance, and an employee wellness program. Retirement benefits through the Illinois Municipal Retirement Fund (IMRF) are provided along with the option to participate in a 457(b) plan with Nationwide Retirement Services.

The Village of Orland Park also provides for paid vacation, personal, sick days, and holidays.

Interested candidates are encouraged to apply in a timely manner.