

**MAJOR FUNCTION**

This is specialized professional and administrative work in planning, staffing, organizing, coordinating, promoting and scheduling activities and programs at the Forest Meadows Park and Athletic Center and all other City run tennis and pickleball facilities. Work involves the responsibility for directing the work of employees engaged in program activities and the operation and maintenance of the center and City tennis and pickleball facilities. Work is performed with considerable independence under the general direction of an administrative leader. Work is reviewed through conferences, reports, observations and results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Develops, promotes, coordinates and provides comprehensive tennis, pickleball and related programs for the City's citizens and patrons through assessment and accommodation of the community's needs and interests. Oversees the effective and efficient operation and maintenance of indoor and outdoor equipment, facilities, and park. Develops facility goals and objectives, and long-range plans for the development of tennis and pickleball operations and activities. Orders equipment, supplies, and other materials essential for the operation and maintenance of the center. Organizes and conducts leagues, clinics, lessons and tournaments for juniors, adults, and seniors of all levels; develops tennis and pickleball programs annual calendar for facility members and the general public. Implements special promotional events to promote local interest and growth for the City's tennis and pickleball operations, to include preparation and distribution of press releases, flyers, and brochures. Coordinates the purchase and sale of resale supplies and merchandise, determining mark-up and profit margin, and exercising responsibility over cash receipts and safekeeping of revenues in accordance with established policies and procedures. Develops quality and productivity improvement capabilities to improve services and effectiveness. Responsible for financial reporting. Prepares and oversees budgeting and spending of all funds allocated to the center and programs. Interprets and ensures the application of rules and regulations, policies and procedures, as required for effective and efficient operation as mandated or as necessary. Handles complaints and inquiries of the public. Develop relationships with civic groups and local businesses to increase usage of the tennis facilities. Oversees public relations and marketing of programs and facility, promoting programs, overall usage and events. Recruits, selects and develops the appropriate staff to properly conduct a high-quality program. Recommends the selection, transfer, promotion, grievance resolution or discipline and discharge of division staff. Conducts performance evaluations. Monitors concession and room rental operations. Performs related work as required.

**Other Important Duties**

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to City tennis and pickleball programs, policies, and procedures as appropriate. Perform related duties and responsibilities as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills:**

Has considerable knowledge of the principles and practices of providing coordination, scheduling and management of a tennis and pickleball facility, to include the provisions of lessons in a group or individual context. Thorough knowledge of racquet and non-racquet sports activities held at the center and other City facilities. Thorough knowledge of fiscal accounting techniques necessary to manage the revenues and expenditures of the center. Thorough knowledge of the operational and maintenance requirements of a large and complex tennis center and stadium complex. Considerable knowledge of tennis and pickleball court design, construction, turf, clay and hard-court maintenance. Thorough knowledge of park rules and regulations. Considerable knowledge of the principles of

supervision, training and performance evaluation. Ability to develop, motivate, train, and supervise personnel. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to make written and oral presentations of plans, programs, budgets, or other required data. Skill in operating appropriate equipment as necessitated by the work. Good human-relations skills. Ability to supervise employees in a manner conducive to high performance and good morale. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in leisure services, physical education, recreation, public relations, business or public administration or a related field and five years of professional experience that includes the administration of parks and recreation or tennis and pickleball programs; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Established: 10-03-89

Revised: 11-16-93

04-17-95

04-19-04\*

06-20-06

11-02-09\*

08-04-23