



**OFFICE OF HUMAN  
RESOURCES**

<b>Job Information</b>	
<b>Job Title: Manager of Operations (Manager III)</b>	<b>Last Revised/Approved: 5/3/19</b>
<b>Job Code: 0372</b>	<b>Reports To: Senior Director</b>
<b>Office: Office of Finance</b>	<b>Department: Recreation</b>

<b>Compensation Information</b>	
<b>Pay Grade:</b>	<b>Pay Range:</b>
<b>FLSA Status: Exempt</b>	<b>Term of Employment: FT</b>

**Position Summary/Purpose:**

The Manager of Operations plans, directs and coordinates the business operations for a multi-disciplinary, urban recreation department serving a community of nearly 600,000 residents. Primary responsibilities include the direct supervision of six (6) professional staff and twenty-two (22) indirect reports, as well as oversight of outdoor recreation facility operations at fifty-two (52) locations, management of a \$23 million budget, afterschool program management for more than one hundred (100) locations, human resource operations for more than 2,000 part-time employees, and technological services for the Recreation Department.

The ideal candidate is a seasoned leader with the ability to work independently to manage a diverse cadre of business functions while also providing executive-level assistance to the Department Director.

**Core Competencies:**

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

**Management Competencies:**

- Developing Others
- Managing through Processes and Systems
- Strategic Agility and Innovation Management
- Functional/Technical Skills

**Essential Functions:**

- Oversees the success of six (6) professional staff members and twenty-two (22) secondary reports through guidance, training and evaluation. Participates in the development of the work plan for assigned areas including short and long-range planning, assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

- Oversees the day to day functions of the Recreation Department business operations including financial management, human resource management, technology oversight, Recreation facility management, purchasing functions, and office management.
- Establishes operating procedures to increase efficiency and effectiveness of the department's business functions.
- Develops and monitors a budget in excess of \$10 million. Also provides oversight and direction for the management of Recreation Department's \$23 million budget.
- Provides oversight of District sponsored after-school programs at more than 100 locations.
- Reviews and approves the initiation of all purchases.
- Manages part-time human resource functions for more than 2,000 employees.
- Oversees the daily operation and maintenance of the outdoor recreation facilities managed by the department.
- Oversees the implementation of Recreation Facility Master Plan.
- Serves as an advisor to the Recreation Director.
- Performs the role of the Director in the Director's absence.
- Monitors ongoing development and implementation of the Recreation Department's strategic plan.
- Prepares correspondence including written communication, reports, and procedures.
- Actively supports the MPS Five Priorities for Success.
- Performs other duties as assigned.

## **Job Requirements:**

### ***Education Requirements:***

- Master's Degree required from an accredited college or university in recreation management, athletic administration, sports management, education, business or related field. Certified Park and Recreation Professional preferred.

### ***Experience Requirements:***

- A minimum of seven (7) years of increasingly responsible full-time recreation experience including at least 5 years of progressive management and administrative responsibility in urban recreation.

### ***Knowledge, Skills and Abilities:***

- Knowledge of the management of a comprehensive, urban recreation department.
- Outstanding oral and written communications skills, negotiation skills and presentation skills are essential.
- Knowledge of planning and administration of facilities, operations and techniques used in a comprehensive recreation program, and personnel management including employee selection, supervision, evaluation, and training.
- Knowledge of municipal finance, budgeting, and control.
- Knowledge of matters related to local and state government.
- Skill in basic computer programs, budget management, report preparation, and marketing strategies.
- Ability to establish and maintain effective working relationships with employees, supervisors, community agencies, participants, instructors, community leaders, school officials, media, and the general public.
- Ability to obtain and maintain certifications in First Aid, CPR, and Certified Parks and Recreation Professional (CPRP).
- Ability to work a flexible schedule including nights and weekends to meet program needs.

## **Working Environment:**

- Typical office or school environment
- Position may be required to work additional hours, outside of the normal business day as a regular part of the job.
- Frequently required to travel around the city of Milwaukee and occasionally travel out of town.

- This position spends approximately 90% of its time in an office setting and 10% at program sites.

### **Physical Demands:**

Occasional lifting of program supplies and equipment set up for program activities.

### **Equal Opportunity:**

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.