



34009 ALVARADO-NILES ROAD
UNION CITY, CA 94587
(510) 471-3232

PART-TIME PROGRAM MANAGER

DEFINITION

Incumbents in this position, under direction of Recreation Supervisor, will assist in coordinating and implementing sports, health, fitness and recreation programs and activities; assist in membership sales, registration and cash handling; provide for set-up, supervision, and security of the Union City Sports Center or other city facilities as needed; schedule use of City facilities; and perform related work as assigned. This position will also provide direction to the seasonal, part-time staff to meet daily center needs. The Facility Manager acts as a representative of the Union City Sports Center and is responsible for the operations of the UC Sports Center during evening and weekends work hours and in the absence of full-time staff. Position reports to the Recreation Supervisor and Recreation Program Coordinator.

This position is responsible for safety, security, and customer service during after hours use of city facilities. Work is performed with limited supervision. Incumbents are expected to be dependable and use sound judgment. Incumbents work schedule will be required to work weekends, evenings and holidays.

EXAMPLES OF DUTIES

- To professionally manage and supervise a multi-use recreational community center, its programs, services and staff targeting youth, adults and families.
- Acts as the facility representative to ensure that Union City Leisure Services policies are known to the users of the facility and are adhered to. Capable of communicating policies and standards of conduct to effectively express expectations and problems to customers using the facility.
- Acts as a liaison with the City staff and departments, contractors, members and general public during programs or events and advises of potential problems.
- Directs and supervises the collection of and daily reconciliation of facility admission fees.
- Maintains strong customer relations between customers and staff on daily basis while ensuring that facilities are clean, safe and in working condition.
- Direct personnel and the facility in the delivery of programs and services to existing guests, families and new customers on a daily basis.
- Direct and supervise part-time staff as needed.
- Must be aware of the custodial standards and maintenance practices and apply them where necessary. Perform basic maintenance and janitorial duties as needed or assigned.
- To complete incident reports, accident reports and other documentation in the absence of full-time staff.
- Assists in organizing and implementing recreational activities for all age groups primarily at the Union City Sports Center. Provides assistance on special projects as needed.
- Assists in preparing schedule of approved activities.
- Shall be familiar with crowd control procedures and techniques and have the ability to direct and move small crowds effectively for safety and security purposes. Assists in

- maintaining discipline and encourages observance of required safety precautions during events and activities.
- Enters and retrieves computerized registration and financial data.
 - Interacts with program participants and other workers to stimulate interest and participation in recreation programs.
 - Issues and ensures the return of recreation and other City equipment.
 - Responsible for the entire security lock-up of the UC Sports Center at the beginning and end of each business day in accordance with the established policies and procedures.
 - Shall learn and remain knowledgeable of the UC Sports Center fire alarm system and emergency evacuation procedures. Performs fire and life safety procedures, and acts as responsible party for ensuring fire and life safety in the absence of full-time staff.
 - To assist with and coordinate the set-up and cleanliness of the facility spaces requested by customers in accordance with the set-up sheets in advance of the event start times.
 - Responds to customer requests and solves problems.
 - Serves as the primary contact for Leisure Services Department during non-office hours
 - Performs basic clerical duties and record keeping.
 - Enforces safety and security standards, City and department policies and procedures.

QUALIFICATIONS

Knowledge and Abilities:

Knowledge of recreation facilities and equipment; cash handling procedures and customer service. _Basic principles and methods used in planning, organizing, implementing and evaluating recreational sports, health, and fitness activities. _Operation of a variety of word processing, spreadsheet, and publishing software applications, including the CLASS registration system. As well as operation of standard office equipment including office computers, facsimile, printers and copiers. Rules and regulations of physical fitness related activities.

Coordinate several activities involving a variety of groups. Communicate clearly and concisely, both orally and in writing. Use proper English grammar, spelling and punctuation. Understand and follow verbal and written instructions. Establish and maintain effective working relationships with coworkers, program participants, instructors, presenters, service providers and the general public. Operate an office computer and software applications in a manner appropriate to the position. Maintain accounting records for program activities. Use basic business mathematics. Work independently utilizing sound judgment. Secure the facility, including alarm systems. Set-up furniture and equipment based on schematic diagrams or plans. Maintain a positive and helpful attitude at all times. Provide excellent customer service.

Experience and Education:

Minimum of a high school diploma or equivalent. Experience with considerable customer interactions in recreation, health club industry, or related field is desirable. Previous experience in supervising facilities, personnel, recreation programs, special events and/or delivery of services to on site customers. Must possess a valid CA driver's license. Ability to attain certification in First Aid, CPR and AED techniques is required.

Special Requirements:

Work rotating shifts, including early weekday mornings and late evenings, weekends, holidays, and irregular duty assignments. While performing the duties of this job, the employee is regularly required to reach with hands and arms, stand, walk, climb, stoop, kneel and crouch. The employee must frequently lift and/or move up to 50 pounds.