



City of Lake Oswego, Oregon

Job Description

ADULT COMMUNITY CENTER MANAGER

FLSA Status: Exempt

Union Representation: Non-represented

Salary Grade: 546

Job Code: 5040

Class Summary

Under general direction, manages the 50+ division in the Parks and Recreation Department. Plans, organizes, supervises and promotes 50+ services and community center operations; establishes criteria and outcomes in conjunction with overall department goals and objectives; responsible for the budgetary and fiscal oversight of 50+ services.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Directs the work of the ACC division within the Parks and Recreation Department; develops and maintains policies and procedures for facility operations, and guides the development of senior programs to ensure consistency and coordination with other Department and City goals, programs and services.
2. Responsible for the selection, supervision and evaluation of assigned staff; ensures appropriate development of Center employee.
3. Responsible for the daily operation of the facility, and ensures the safety of patrons and the general public; follows general guidelines, professional and administrative standards, local, state and federal laws.
4. Develops long-range vision and operational goals in conjunction with the Parks and Recreation Advisory Board, and the City Council; researches and evaluates new information, trends, and developments in other agencies; prepares reports and makes presentations on policy alternatives and the impact on programs and facility operations.
5. Develops and applies appropriate tools for monitoring, analyzing and evaluating Center activities, including customer satisfaction surveys; prepares relevant statistical reports; implements needed improvements or recommends changes in services, facility, and operations.
6. Prepares requests for proposals; develops and monitors contracts for services.
7. Develops collaborative and supporting relationships with city and county agencies, representatives of the business and civic community, and not-for-profit organizations.
8. Provides staff support and facilitates the work of the Lake Oswego Adult Community Center Foundation, the Lake Oswego Meal Network Advisory Board, and the 50+ Advisory Board, as well as committees and task forces, to ensure mutual concurrence with service goals, strategies and

outcomes; initiates, convenes, participates in and/or leads multi-disciplinary teams to address policy issues and community needs.

9. Develops cost effective fiscal management for programs and facilities; develops and monitors the Center's budget, and assists with department budget planning.
10. Seeks alternate funding sources; develops and implements funding strategies, obtains sponsorships, write grants; administers and revises contracts and agreements for services.
11. Markets and promotes ACC programs and services to the larger community; develops and maintains on-going market research and promotional strategy to generate interest in services; oversees and/or develops flyers, news releases, pamphlets, and brochures; conducts public speaking.
12. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Principles and practices of policy, planning, implementation, evaluation, and management of community recreation programs and 50+ services.
- Current state and federal laws applicable to recreation and 50+ program operations.
- Community resources and organizations.
- Supervisory theory and techniques.
- Techniques in facilitating and managing meetings.
- Marketing research and promotional techniques.
- Customer service measurement and improvement practices.
- Principles and practices of fundraising including sponsorship generation and grant writing.
- Basic principles of contract development; special project management.
- Conflict resolution techniques.
- Personal computers and related software applications.
- Report preparation and presentation.

Skills and Abilities to:

- Plan, direct, organize, and evaluate the work of the Center.
- Write clear and concise reports, letters, and other written materials; requests for proposals.
- Develop and monitor a program budget.
- Facilitate consensus among stakeholders; exercise sound judgment.
- Manage and/or staff special projects and assignments.
- Analyze complex issues and solve problems.
- Handle pressure and/or difficult situations in a calm and defusing manner.
- Write grants; prepare fundraising proposals.
- Plan, organize, and conduct meetings.
- Coach, mentor, evaluate, and discipline staff.
- Work independently, with good judgment and political sensitivity.
- Develop and maintain partnerships and effective information and resource sharing.
- Make public presentations.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is through graduation with a Bachelor's degree in Management, Recreation Program Administration, Social Services, Sociology, Gerontology or other work related field, and four years of related management experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

May be required to work some evenings and weekend. Duties will occasionally involve dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours; occasional response to emergency conditions during off-hours.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director **Date**

Human Resources Director **Date**

Employee **Date**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.