



## **Job Description**

### **Title: *Program Manager***

#### **Working Hours**

The Program Manager is a full-time position working approximately 35-40 hours per week generally Monday through Friday. Due to the nature of recreational work, evening, weekend, and holiday hours are to be expected on occasion.

#### **Summary**

The Program Manager's primary duty is the planning, development, coordination, and supervision of the district's recreation programs that are not athletic themed. Additional responsibilities include administrative and clerical functions for the park district.

#### **Qualifications**

Education - Graduation from a four-year college or university, with a bachelor's degree in Recreation Programming, Recreation Administration, or a related field preferred. CPRP is desirable.

Experience – 2-4 years' experience developing and administering programs in the recreation environment.

Personal – Pleasant, outgoing personality. Work record that shows reliability, initiative, tact, productivity, courtesy, and resourcefulness.

Knowledge and Ability – Good computer skills, proficient with Word, Publisher, Excel, Outlook and the Adobe suite. Experience with CivicRec registration system preferred.

Other - Candidate must also possess a valid Illinois class "D" driver's license.

#### **Immediate Supervisor**

The Program Manager reports to the Executive Director.

#### **Essential Functions**

1. Plan, develop, and promote a variety of programs for the community that are in-keeping with the park district's mission.
2. Oversee all aspects of programs including development, establishing the independent contractor relationship, communication, budgeting, problem-solving, promotion, billing, payroll, facility scheduling, and emergency procedures.
3. Prepare cost analysis budgeting of programs and activities.

4. Work with district's marketing team to promote programs.
5. Enter registrations for programs offered through the park district into CivicRec. Troubleshoot any software issues with CivicRec.
6. Process program registrations, transfers and program cancellations.
7. Manage multi-line telephone system, receive public guests, provide high-level customer service, problem solve patron issues with online registrations.
8. Perform all job tasks within the rules and guidelines of the District's safety program.
9. Other duties and functions as directed.

### **Marginal Functions**

1. Assist with special projects and special events.
2. Be familiar with, interpret and adhere to all policies and procedures outlined in the Policy and Procedure Manual, Personnel Policy Manual and Safety Manual.
3. Attend professional conferences and workshops to promote knowledge in related areas of responsibility.
4. Assist employees of the Park District as needed.

### **Psychological Considerations**

1. Must resolve differences and problems that arise with patrons and employees.
2. Must be able to function effectively in a fast-paced environment.
3. May have to work under stressful and demanding situations.

### **Physiological Considerations**

1. Perform tasks that require walking, bending, stooping, standing, kneeling, climbing, reaching, and sitting.
2. May need to respond quickly and accurately.
3. The lifting of heavy athletic equipment and supplies could affect some individuals.
4. Needs to demonstrate proper lifting form and may need to assist employees in some instances.

### **Safety, Health, and Loss Control**

1. Support, promote and make recommendations regarding all safety, health, and loss control policies as adopted by the park district.
2. Be familiar with the Employee Safety Manual.
3. Be familiar with the safe operation of any equipment necessary in accomplishing required tasks.
4. Responsible for providing all injury, illness and health information required by the Sugar Grove Park District.

**Environmental Considerations:** May be exposed to all weather conditions.

**Cognitive Considerations:** Must possess good safety awareness, judgment, and problem-solving skills in keeping with the mission of the Park District.