

Position Description Town of Waterville Valley

Parks & Adventure Programs Division Manager

Statement of Duties

This position is responsible for the management of outdoor program planning and execution; seasonal boat rental operations; SUMMIT teen adventure program; special events; trail and field maintenance; facility rentals; department operational tasks and assisting in coordinating expanded services within the community. The position also ensures that required coordination occurs with outside agencies and businesses throughout town. The position also runs other recreation programs on an as-needed basis.

Supervision

An employee works under the general direction of the Recreation Director. Employee establishes short-range work plans and objectives in accordance with policies and objectives from the Recreation Director. The employee is expected to solve all but the most complex issues in accordance with policies and objectives and coordinates with others as necessary. Unusual situations are referred to the Director for advice and further instructions. The employee provides regular reports to the Director as necessary.

Supervisory Status – Supervises the daily activity of seasonal full-time and year-round part-time employees.

Position Status – Permanent Full-time. Hourly position. Full Benefits.

Minimum Qualifications – Bachelors' Degree in Outdoor Education, Education, Recreation Management, Tourism, Hospitality, or related field and at least one year of experience supervising staff and coordinating events or equivalent combination of education and experience required. Valid NH driver's license required.

General Duties and Responsibilities – Coordinate, plan and execute hiking programs and special events for the Town. Ensures events enhance the resort community aspect of the town through excellent customer service and full coordination with outside agencies and businesses. Manages waterfront operation and facility rentals. Makes recommendations on hiring, trains and schedules staff with a focus on customer service and safety. Schedules and manages trail, beach and field maintenance for the Town. Coordinates risk management plans and implementation. This position interacts with outside agencies and businesses, the general public and other town departments on a regular basis through personal meetings, email, and telephonic discussions. Handles some confidential material with regards to departmental and town internal matters (e.g. legal opinions, personnel files, disciplinary records, etc.) in the absence of the director.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Work Examples – Examples of work include but are not limited to:

- SUMMIT Teen Camp Program coordinator
- Coordinate, plan & implement new hiking and other outdoor adventure programs
- Coordinate seasonal boat rental operations (May-Oct); including management of waterfront staff and equipment maintenance
- Take reservations and manage Facility Rentals
- Coordinate & schedule trail, field and beach maintenance
- Performing various operational tasks such as implementing programs, registering applicants, use point of sale system, inventorying equipment and supplies, keeping records, preparing reports, ordering materials, etc.
- Plan and implement program marketing and social media strategies.
- Coordinate, plan and execute special programs and events in collaboration with outside organizations to enhance the resort aspect of the community and provide expanded services to the residents and guests of the community (e.g., 5k Road Race, 10-mile trail race, Fishing Derby and assist with recreation holiday events and Vacation Week extended programs)

Judgment

Exercises initiative, creativity, and independent judgment in planning, and delivering community recreational services in cooperation with the Director, other division managers, and outside businesses and groups; may be required to balance conflicting schedules and priorities and report changes to the Director; in the absence of the Director makes decisions regarding departmental operations.

Work Environment

Administrative work is performed in an office environment. Many programs are conducted outdoors and exposure to the elements including rain and snow may be required. Incumbent may conduct strenuous recreational activities such as mountain hiking and biking, soccer, white water rafting, etc. The employee makes frequent contact with the public, numerous town/school departments and officials, local civic organizations, and business groups; contacts require persuasiveness and resourcefulness to influence the behavior of others; contacts with others involve department operations

issues and must be dealt with appropriately in accordance with their understanding and circumstances.

Knowledge, Ability, and Skill

Knowledge: Thorough knowledge of the principles and practices of community recreation management; thorough knowledge of outdoor leadership and trip planning; thorough knowledge of the benefits of recreation and wellness programs; knowledge of the organization, operation, and problems associated with youth centers; thorough knowledge of Town government; understanding of management principles and municipal budgeting; knowledge of the principles and practices of planning, supervising, and inspecting group recreational activities; considerable knowledge of the materials, methods, safety precautions and techniques relative to recreational maintenance operation.

Ability: Ability to deal effectively and diplomatically with the public, and other town employees; ability to communicate clearly and concisely both orally and in writing; ability to coordinate and supervise risk management plans; ability to develop innovative, cost-effective, programs to meet outdoor recreational needs; ability to supervise and evaluate the work of subordinates; ability to administer budgets; ability to maintain accurate records; ability to recruit, train, and supervise subordinate personnel effectively. Ability to work with customers of all ages. Wilderness First Aid certification/CPR/AED or the ability to obtain within six months of employment. Valid driver's license upon the first day of employment with a minimum of two years driving experience and a clean driving record. Practical experience in leading outdoor trips and programs. Ability to operate motor vehicles, including light trucks, and power and hand tools.

Skill: Excellent planning and organizational skills; excellent customer service skills; skill in coordinating various programs and projects simultaneously; skill in staff development; skill in marketing and social media strategies.

Physical and Mental Requirements

While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, walk; use hands to finger; handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; required to lift and/or move up to 60 pounds while moving recreational equipment. Normal vision ability required. The work requires the physical agility and mental acuity to perform administrative office work as well as site work that is performed outdoors. The work is almost equally physically and mentally demanding

because of the managerial, administrative, and field work which must be performed by the incumbent; intellectual work requires the ability to produce customer participation through instruction and demonstration of recreational activities. He/she must be able to hear normal sounds, distinguish sound as voice patterns, and communicate through human speech and, at times, with a raised voice to be heard in large and/or noisy areas.

Normal Weekly Shift – This position has no set shifts throughout the year. Shifts change with the seasonal nature of the job. There are extensive evening, weekend and holiday work required.

Pay Grade – General Government IV

Current Pay Range – \$20.48 to \$25.30

REVIEWED BY:

EMPLOYEE: _____

DEPARTMENT HEAD: _____