



Job Title	TOPS Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	12 Months
Zone	2	Job Code	12774

**Class Specification – TOPS Manager**

<b>Summary Statement:</b>	
<p>The purpose of this position is to design and coordinate programs for youth and adults through organized recreational and educational activities throughout the City. This is accomplished by designing, planning, and marketing, coordinating, developing goals, and developing registration materials for programs throughout the year. The position includes overseeing registration process, ensuring proper reservation of facilities is secure for program operation as needed, communicating with stakeholders, and establishing positive relationships. This position may also oversee one or multiple facilities to include oversight of use, maintenance, and repairs. Other duties include hiring and supervising of support staff; conducting regular reviews of staff; and scheduling regular meetings to ensure program and facility goals are met. This position requires reading, reviewing, and editing program specific policies on a continuous basis; recruiting, managing, and training volunteers; preparing and managing a yearly revenue and expenditure budget; and managing vendor contracts that ensures compliance.</p>	
<b>Essential Functions</b>	Note: Regular attendance in the performance of this job is an essential function.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
15%	Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs and facilities; and recommends and administers policies and procedures. Prepares and monitors budgets to include expenditures and income following established budget philosophy; monitors Visa statements; holds weekly staff meeting with all FTE's and seasonal employees and keeps up-to-date on program changes; departmental issues and communication with office issues and challenges; and monitors building needs and personnel issues.
60%	Manages programs for youths and adults. Prepares all printed and electronic material for all programs to include brochures, mailers, registration forms, manuals, and schedules. Communicates with marketing director on all TV, radio, and web advertising. Ensures all ages and genders are offered equal access to programs. Ensures fees and charges are set to meet the objectives of the particular program or facility. Purchases all



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	<p>nesseasary equipment and supplies for programs through standard procurement process and ability to maintain specified equipment. Processes and approves invoices for payment. Oversees the registration process and personnel involved. Conducts customer surveys for program feedback. Evaluates vendor contracts for compliance.</p>
10%	<p>Ensures customer questions and concerns have been professionally handled regardless of how the inquiry has been received (phone, e-mail, or in-person), resolves difficult and sensitive stakeholders inquiries and complaints.</p>
10%	<p>Recruits, trains, evaluate, and supervise staff and interns. Conducts mandatory training as required by federal and state laws. Advertises and promotes volunteer opportunities through media and print. Evaluates volunteers through direct observation and survey feedback.</p>
5%	<p>Develops reports concerning new or ongoing programs and its effectiveness and prepare statistical reports as required.</p>

<b>Competencies Required:</b>	
Human Collaboration Skills:	Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Reading:	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math:	Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Writing:	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.



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**Technical Skills Required:**

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in public administration, parks and recreation administration, business administration, or a related field.

Experience: Five years of full-time parks and recreation program administration experience including three years of supervisory responsibility.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:**

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

**Supervision Received:**

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

**Fiscal Responsibility:**

Prepare yearly budget for all program functions to include personnel. Monitor expenditures to ensure budget compliance.



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**Physical Demands:**

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Several Times per Month
Wetness and Humidity	Several Times per Month
Respiratory Hazards	Seasonally
Noise and Vibrations	Several Times per Month
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Occasionally
Exposure to Communicable Diseases	Occasionally

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original date: March 2018