



RECREATION PROGRAM MANAGER FULL-TIME EXEMPT

A. GENERAL PURPOSE

The Recreation Program Manager is responsible for developing, coordinating, and implementing all programming for the Parks and Community Services (PCS) department, including year-round programming for youth and adults. This position supervises staff who manage and deliver City programs, providing leadership, training and performance evaluations to ensure high operational standards across all departmental offerings. Additionally, the Recreation Program Manager oversees daily program operations, such as budgeting, payment reconciliation, and facility maintenance, while fostering community partnerships and supporting other department operational needs as directed by the Parks and Community Services Assistant Director and/or Parks and Community Services Director.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manages and assists with front-facing operations for programs and events; provides proactive customer service to guests and members, answers telephones, and uses independent judgement to resolve general complaints while maintaining high service standards.
2. Develops, implements, and evaluates new and existing PCS programs to ensure alignment with the City's mission and Master Plan; determines future equipment needs and monitors attendance and utilization to ensure quality service delivery.
3. Oversees and leads all aspects of youth focused camps, after school programs, and programs offered at City locations, facilities and buildings; ensures staff responsible for direct youth engagement to maintain a safe and positive environment.
4. Maintains a proactive approach to safety and risk management. Creates, implements, and evaluates sound risk management policies and procedures. Enforces City and PCS rules and regulations for customer and participant safety and safe use of the facility.
5. Facilitates transportation for program participants and assists with safely operating a city-owned vehicles in compliance with all regulations.
6. Recruits, trains and supervises programs staff and contracted specialty service providers; manages professional instructor contracts, including all required

administrative paperwork and implements disciplinary action, as required.

7. Manages programs and over operations and logistics, maintains an accurate inventory of recreational program equipment, supplies and coordinates purchasing, acquisition and delivery of supplies/equipment for recreational programs/events within approved City purchasing policies and budget expenditures.
8. Manages programs and oversees the operating budget for the Stephenson Building; coordinates the facility-based programing, monitors expenditures, prepares budget documentation, and ensures resources are used efficiently and in compliance with City policies.
9. Drafts copy for newsletters, promotional materials, correspondence, program catalogs, and flyers for promotional materials; helps maintain the PCS and Dripping Springs Ranch Park website, calendar and registration software (CivicRec).
10. Performs daily facility maintenance and janitorial assistance as needed to ensure a clean, orderly and safe environment; follows strict cash-handling, and accounting procedures to process payments and reconcile daily business transactions.
11. Facilities effective communication with all department staff regarding program logistics; develops and maintains internal stakeholder relationships and community partnerships.
12. Seeks out sponsorship opportunities, develops and prepares sponsor proposals and agreements according to City Policy.
13. Ability to plan, organize, delegate, and supervise effectively including, training, evaluating, and managing multiple program areas for timely outcomes.
14. Ability to establish, maintain, and foster positive and effective working relationships with those contacted during work.
15. Ability to maintain confidentiality.
16. Performs all other duties as assigned.

C. SUPERVISION

Works under the general direction of the Parks and Community Services Assistant Director. Supervises and ensures that all programming details are executed professionally and with attention to detail.

D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS

1. Graduation with a bachelor's degree from an accredited college or university with major course work in a field related to the job, plus three (3) years of experience in a field related to the job. Experience may substitute for education up to a maximum of four (4) years.

2. A valid state driver's license.
3. Standard First Aid and CPR certifications required or the ability to obtain certifications within six months of employment.
4. Certified Park and Recreation Professional (CPRP) certification preferred.
5. Ability to establish and maintain effective working relationships with employees, City officials, media, and general public.
6. Ability to communicate effectively orally and in writing.
7. Ability to handle confidential and sensitive information while maintaining confidentiality.

E. TOOLS AND EQUIPMENT USED

Personal computer, including word processing, program and rental registration software, familiarity and skill with social media posting and marketing, and spreadsheet software; email, calculator, phone; printer; copy machine; and general maintenance equipment.

F. SPECIAL REQUIREMENTS

1. While performing the duties of this job, the employee is required to sit for extended periods of time.
2. The employee must be able to lift up to 50 pounds of office supplies, files, and equipment.
3. The employee is expected, on occasion to help with the physical labor of event set up and breakdown both in indoor and outdoor environments.
4. Must have reliable transportation.

G. WORK HOURS

This is a 40 hour per week position. Typical work hours are between 8:00 am and 5:00 pm including one unpaid hour for lunch, Monday through Friday, except holidays as determined by the City Holiday Calendar. Schedule will be dependent on programs. Some nights and weekends will be required as needed for successful facilitation of Parks and Community Services Programs, large City hosted events, and City co-sponsored events. This position is a full-time exempt position and eligible for compensatory time off as described in the DRIPPING SPRINGS PERSONNEL MANUAL. Any compensatory time performed must be preapproved by the direct supervisor.

H. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to perform the essential functions if needed.

1. While performing the duties of this job, the employee regularly works outdoors. Indoor and outdoor environments; exposure to extremes in weather condition; exposure to vibrations and noise; work on slippery or uneven surfaces, work with electricity; work with and around heavy machinery, work in or near vehicle traffic; exposure to dust and fumes from motorized equipment; possible exposure to toxic chemicals.
2. The noise level in the work environment is usually moderate to loud.
3. Employee works in an environment adjacent to an indoor horseback riding arena. Must be comfortable with dust, noise, and other indoor arena elements.

I. SALARY

Pay range is \$60,000 to \$70,000 annually. Pay days will be the days as listed in the current CITY OF DRIPPING SPRINGS PERSONNEL MANUAL.

J. BENEFITS

Benefits shall be in accordance with those outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as may be modified by the employee's offer letter and subsequent revisions to the Manual.

K. EQUAL OPPORTUNITY EMPLOYER

The City's employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, handicap, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. To discuss an accommodation, please contact the Human Resources Director, Chase Winburn at (512) 502-8313.

Please note: This Job Description is not a contract and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Job Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.