



## **DRIPPING SPRINGS RANCH PARK ASSISTANT MANAGER FULL-TIME EXEMPT**

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### **A. GENERAL PURPOSE**

Provides customer service to guests by assisting the Dripping Springs Ranch Park Manager (DSRP Manger) with overseeing the operations of the Dripping Springs Ranch Park and Event Center. Coordinates the work of others in the daily arena and park upkeep, facilities maintenance, and custodial duties at Dripping Springs Ranch Park and Event Center. Works closely and as a team with the DSRP Manager, Parks & Community Services Director, and Maintenance Director.

### **B. ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provides customer service to Event Center and park guests. Applying and employing knowledge of equine and other general recreation pursuits on a daily basis.
2. Serves as support role to and manages work of DSRP Ranch Hands.
3. Assists DSRP Manager with the coordination of Event Center and Park operations by directing daily, weekly, bi-weekly, monthly, and annual maintenance and operational tasks.
4. Opens and closes the Event Center and Arena, unlocking/locking appropriate doors.
5. Works administratively supporting the operations of the park by answering phone calls, processing payments, and registering participants in Parks and Community Services programs.
6. Oversees guest services ensuring adherence to park and event center use policies.
7. Assists with sales and collections of daily arena use fees.
8. Assists DSRP Manager by working closely with the DSRP Event Center Coordinator to schedule DSRP Ranch Hands, Facility Specialists, and Customer Service Specialist for optimal facility coverage, shift performance, and support during large events.
9. Performs daily walk-through duties viewing the facility with a scrutinizing detailed-oriented lens applying observable needs to DSRP Ranch Hand tasks, with essential and safety concerns taking top prioritization.
10. Conveys larger maintenance needs via the submission of timely work orders to City Maintenance department.
11. Is visible and available to assist during large-scale events.
12. Works with DSRP Lead Ranch Hand to ensure the Ranch Hands receive proper training on how to maintain the Event Center facility, indoor and outdoor arenas, RV and primitive camping sites, park trails and grounds, operate and care for heavy equipment and the employment of proper safety trainings and protocols.
13. Assists DSRP Manager with the creation and facilitation of community based

programming that utilizes the Event Center facility and park grounds in a way that fulfills the mission of the Parks and Community Services department.

14. Oversees the DSRP Riding Series shows. Manages contracts and registration for the shows. Works with the DSRP Customer Service Specialist to process registrations and payments.
15. Develops checklists that ensures the park and facilities are maintained to a high standard minimizing work redundancies and optimizing labor hours efficiently. Manages contracted janitorial services.
16. Works in concert with DSRP Event Center Coordinator to assist with proper event logistics facilitation (set-up, support during, and take down).
17. Reports all issues and concerns to DSRP Manager in a timely manner.
18. Assists DSRP Manager in development of annual operating budget.
19. Other duties as assigned by DSRP Manager.
20. Serves as go to person in the absence of DSRP Manager. Ensures appropriate park and event center leadership coverage during all hours of park and event center operations.

### **C. SUPERVISION**

Works under the general supervision of the Dripping Springs Ranch Park Manager.

### **D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS**

1. Requires a High School Diploma or equivalent.
2. Must possess a valid Class C Texas Driver's License, clean driving record and working vehicle.
3. Standard First Aid and C.P.R. certifications required. Will train.
4. Ability to establish and maintain effective working relationships with employees, City officials, media, and the public.
5. Ability to communicate effectively orally and in writing.
6. Ability to handle confidential and sensitive information while maintaining confidentiality.

### **E. TOOLS AND EQUIPMENT USED**

General maintenance equipment, phone, calculator, computer, printer, and related software. Must possess a valid Class C Texas Driver's License, clean driving record and working vehicle.

### **F. SPECIAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to perform the essential functions if needed.

1. Work is performed in indoor and outdoor settings. Outdoor work is required in overseeing the maintenance and upkeep of Dripping Springs Ranch Park and Event Center. Must be able to work outside in all weather conditions and be able to lift a minimum of 50 pounds.
2. While performing the duties of this job, the employee is regularly required to move around the facility to perform functions and assist visitors; communicate effectively, and; operate objects, tools, or controls. The employee is often required to climb or balance; stoop, kneel, crouch, or crawl.

3. Must be able to distinguish colors when working with equipment, identifying and understanding electrical panels, etc.; must be able to operate assigned vehicle or equipment.

## **G. 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 in outside weather conditions. 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 with frequent interruptions.

## **H. WORK HOURS**

This is a full-time exempt position. Core work hours will be set by the DSRP Manager or the Parks and Community Services Director. This position includes weekend hours, evening and night hours, Holiday hours and during emergencies as assigned year-round and shares the responsibility for staffing the Event Center during these hours with Event Center staff. This position is exempt and not eligible for overtime pursuant to the needs of the City, if the employee works more than forty (40) hours in a seven (7) day work period, and at the direction of the DSRP Manager or the Parks and Community Services Director. Any overtime hours performed must be preapproved by the DSRP Manager or the Parks and Community Services Director and employee will receive compensatory time-off.

## **I. SALARY**

Salary is commensurate with the position. Pay days are those outlined in the 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. If you would like to arrange for accommodations, we encourage you to contact Assistant City Administrator at (512) 858-4725.

***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 Position Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*