

FACILITY SUPERVISOR

General Statement of Job

Under the direct supervision of the Parks and Recreation Director, the Facility Supervisor performs a variety of duties in managing and supervising park and dock facilities operated by the Swansboro Parks and Recreation Department.

Distinguishing Features of the Class

An employee of this class serves as supervisor of park and dock facilities. Work requires the employee to manage and coordinate facility maintenance and repair; supervise the activities performed in and around the facilities; provide customer service, responsible for the safe mooring of vessels, and maintaining a clean and safe environment. Work requires public contact in answering complaints, resolving problems, and handling request for service. This position requires early morning/late night, weekend, and holiday work, and may require working for long periods of time. Employee is subject to hazards of parks, docks and waterfront facilities work including working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as noise, moving mechanical parts, chemicals, atmospheric conditions and oils. Employee will coordinate use of facilities for special events, observing maintenance needs, and occasionally work with the Public Works Director.

Duties and Responsibilities

Essential Duties and Tasks

- Oversee, patrol, and monitor the use of parks, playgrounds, and all waterfront dock activities.
- Perform basic maintenance tasks including but not limited to turf, landscape, and plant maintenance, trimming, spraying, and plant or tree installation/removal.
- Performs inspections of parks, playgrounds, splashpad, and docks.
- Responsible for maintenance, cleanliness, general upkeep, and safety of the parks, docks, restrooms, and other facilities adjacent grounds and parking lot including mopping up spills, picking up litter or debris, emptying trash, locking, and unlocking restrooms, and related activities.
- Enforce rules, safety regulations and general facility rules for the visitors and residents; evaluates and takes appropriate action to correct illegal or improper use of facilities, unusual situations including fights, thefts, vandalism, behavior problems, code violations, etc. Works with the police department to take appropriate action.
- Provide customer service and assistance for park visitors, transient boaters; docking assistance, requests for services, conducting pump outs, and handles complaints; responds to public inquiries concerning programs and facility usage.
- Responsible for maintaining cleanliness, neatness, and stocking public restrooms at the Visitors Center. During the winter months (approximately November to March) employee would oversee the Visitors Center.
- Assists with Town events and festivals, park construction or renovation projects.
- Works with tournaments, organizations, and Town events in scheduling usage of facilities for special events to balance event needs and public access.
- Submit written or oral reports as needed to include, but not limited to incident reports, weekly progress reports, and inspections reports.

- Advertises and markets Town docks and facilities.
- Serve as a liaison between dock users and the Town
- Perform other duties as required.

Required Knowledge, Skills, and Abilities

Knowledge of:

- Playground safety rules, regulations, and inspections.
- Basic custodial functions.
- Handling and applying pesticides and fertilizers
- Proper radio communications, local waterways, and geography.
- Needs of the boating community, working with transient boaters
- Basic computer software including Word, Excel, Outlook and recreation software applications.

Ability to:

- Carry out duties and responsibilities in safe and efficient manner to maintain a safe work environment and surrounding areas.
- Recognize and respond to hazardous situations and/or potentially unsafe conditions by taking corrective action and notify supervisor.
- Function outdoors in a wide range of weather conditions.
- Coordinate and work with other departments.
- Follow instructions effectively and to work with minimum supervision in a responsible and competent manner; to readily accept directions from those in a supervisory capacity; to be able to accept constructive criticism without resentment; and to project good public relations.
- Communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with the community, officials, organizations, volunteer groups, users, and the general public.

Desirable Education and Experience

- High school diploma, course work in recreation, facility maintenance, dock maintenance and management, or any related field/course work
- Minimum of one year of experience an any combination of education, training, and experience related to park operations, dock operations, or other relevant experience on the field.
- Facility management or related course work

Working Conditions and Physical Abilities

- Work is of a combination of office and outdoor environments.
- Exposed to various weather conditions and temperatures including extremely hot, cold, rain, and wind. Combining the type of work performed with the weather conditions, the worker should be one who can work outside for long periods of time without becoming exhausted.
- Must be physically able to operate a variety of machines and equipment.

- Must be able to work in conditions that may call for physically demanding activities related to heavy lifting (up to 50lbs), stooping, bending, crawling, crouching, climbing, standing, or walking distance.
- Must possess the visual acuity to inspect activities and facilities for cleanliness and safety; prepare and analyze data, operate a computer, utilize measuring devices, and operate a motor vehicle.
- Driving a Town vehicle is a requirement to perform the job responsibilities.

Special Requirements

- Requires possession of a valid North Carolina driver's license
- First Aid/CPR certification or willing to obtain
- Certified Playground Safety Inspector certification or willing to obtain.