| City of Pearland, TX | |
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| **Title: Recreation Center Manager** | **Job Code: 386** |

This Job Description does not constitute an employment agreement between the City and an employee and the statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills and abilities required of personnel so classified in this position. The position description is subject to change by the City as the needs of the city and requirements of the position change.

## General Description

The purpose of this job within the organization is to lead the operations of Pearland's Recreation Center & Natatorium, including staff supervision, facility management, business operations, and customer service. The role oversees budgeting, purchasing and revenue generations while ensuring a safe, clean, and welcoming environment. It focusses on driving membership growth and retention while offering quality programs and services that benefit the community.

This job works independently, under limited supervision, reporting major activities through periodic meetings.

## Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this job. Management may assign additional functions related to the type of work of the job as necessary.

## Essential Functions:

Lead, motivate, and develop a high-performing team of full-time and part-time employees to deliver exceptional customer service and engaging recreation experiences.

Provide leadership and supervision to full-time and part-time employees, including hiring, training scheduling, and performance management.

Oversee all business operations of the Recreation Center, including budget, reporting, purchasing, and revenue generation to support sustainability and revenue goals.

Drive membership sales, retention, and engagement through innovative marketing strategies and relationships building.

Manage facility operations and maintenance, ensuring a clean, safe, and inviting environment for members and guests.

Ensure compliance with City policies, safety standards, and operational procedures

Ensure operational performance through data analysis, performance indicators, and industry trends.

Serve as a key liaison between City departments, community partners, and user groups to promote facility use and partnership opportunities.

Prepare and present reports, proposals, and recommendations to leadership.

**Additional Duties:** Maintains strong proficiency in all department operating systems to ensure best practices, maximize utilization, and support staff through training and troubleshooting. Monitors system usage and generates reports as needed. Resolves escalated concerns or complaints from customers; reviews or researches validity in complaints and finds a resolve.

Oversee rental process, practices, policies and availability; manages long-term, multi-date contracts at the Pearland Recreation Center & Natatorium and the West Pearland Community Center.

Assist with development and implementation of department-wide initiatives, and performance measures.

Collaborate with recreation, athletic, and aquatics divisions to coordinate cross-departmental programs and services.

Research trends in recreation, fitness, and data collection to guide service delivery and planning.

Support citywide asset management initiatives by ensuring accurate inventory, maintenance schedules, and facility documentation.

Assist with department-wide training programs, safety initiatives, and emergency preparedness efforts.

Serve on internal committees related to safety, employee engagement, or professional development.

Contribute to the department’s marketing and branding efforts. Performs related work as assigned.

## Responsibilities, Requirements and Impacts

### Data Responsibility:

*Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

### People Responsibility:

*People include co-workers, workers in other areas or agencies and the general public.*

Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

### Asset Responsibility:

*Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of a small division; handles supplies of high value or moderate amounts of money consistent with the operation of a small division.

### Mathematical Requirements:

*Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.*

Uses addition and subtraction, multiplication, and division, and/or calculates ratios, rates, and percentages.

### Communications Requirements:

*Communications involves the ability to read, write, and speak.*

Reads journals, manuals and professional publications; speaks informally to groups of co-workers, staff in other organizational agencies, general public, and people in other

organizations and presents training; composes original reports, training and other written materials, using proper language, punctuation, grammar and style.

**Judgment Requirements:**

*Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.*

Responsible for guiding others, requiring frequent decisions, affecting the individual, co-workers and others who depend on the service or product; works in a somewhat fluid environment with rules and procedures, but many variations from the routine.

**Complexity of Work:**

*Complexity addresses the analysis, initiative, ingenuity, concentration and creativity required by the job and the presence of any unusual pressures present in the job.*

Performs coordinating work involving guidelines and rules, with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressures.

**Impact of Errors:**

*Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.*

The impact of errors is moderately serious – affects work unit and may affect other units or citizens.

**Physical Demands:**

*Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

**Equipment Usage:**

*Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.*

Handles or uses work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items.

**Unavoidable Hazards:**

*Unavoidable hazards refer to job conditions that may lead to injury or health hazards even though precautions have been taken.*

None.

**Safety of Others:**

*Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the public.*

Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**Minimum Education and Experience Requirements:**

The preferred way to obtain the minimum knowledge, skills, and abilities to perform the essential duties and responsibilities of this position are listed below. The City reserves the right to allow substitutions in the event that a candidate or incumbent exceeds requirements in one area but may be deficient in another.

A Bachelor's Degree in Business Administration, Recreation Management, Sports Management, or closely related field preferred.

Requires four years of progressively responsible experience in recreation or facility operations, including at least 2 years in a supervisory role.

**Special Certifications and Licenses:**

Valid Texas Driver's License
CPR/AED and First Aid

**Americans with Disabilities Act Compliance**

The City of Pearland, TX is an Equal Opportunity Employer. The ADA requires the City of Pearland, TX to provide reasonable accommodations for qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

## Emergency Management Responsibilities

During emergency conditions, all City employees are subject to being called to work in the event of a disaster, such as a hurricane, or other emergency situation and are expected to perform emergency service duties, as assigned.

## Fiduciary Responsibilities

Responsible for using reasonable measures to prevent, deter, and detect fraud / embezzlement within the department.

## Organization-wide Employee Responsibilities

All City of Pearland employees must serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of the City of Pearland's Ethics and Conflict of Interest policies.

All employees must establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.

To optimize performance of the organization City of Pearland employees are expected to use multi-directional communication (top to bottom, bottom to top, and across peer groups), use cross-functional teams to promote a greater understanding of the organization by employees at all levels, create to a culture of continuous learning that encourages and supports employee development and growth, embrace technology with a focus on improving service delivery, productivity and connectivity, and create an environment where innovation is supported and encouraged.