

## **JOB DESCRIPTION**

**Job Title:** Family Center Manager  
**Reports To:** District Manager  
**FLSA Status:** Salaried Employee, Exempt

This Job Description outlines the basic requirements, duties and general responsibilities of the position of Family Center Manager. This position is “at-will,” which means the District may terminate the employment relationship without notice at any time for any or no reason. Similarly, the employee may terminate the employment relationship without notice at any time for any or no reason.

The headings in this Job Description are for reference only and shall not affect its interpretation.

### **SUMMARY:**

Oversees/Supervises District staff and provides operational management for Belle Creek Metropolitan District's No. 1 (BCMDs) facilities. In addition to oversight and supervisory responsibilities, the Operations Manager will serve as the primary on-site homeowner contact/liaison for BCMD.

The Family Center Manager must work the hours needed to complete the tasks assigned. This typically involves a full - time schedule at the Family Center, with additional hours as needed for events.

### **GENERAL DUTIES:**

The following duties are an overview of the primary duties and responsibilities of the Family Center Manager and should not be considered an all-inclusive list.

- Exercises discretion and independent judgment in job performance.
- Maintains a positive, friendly and professional attitude while engage in stressful and/or controversial situations with residents and co-workers.
- Consistently promotes a professional image of the District at all times.
- Performs other duties as may be assigned from time to time.

### **Duties and Responsibilities of the Family Center Manager:**

The following duties are normal for this position. These are not to be construed as exclusive or all- inclusive. Other duties may be required as assigned.

### **Overall Management:**

- Primary on-site homeowner contact/liaison for BCMD. Expected to answer (and teach staff to answer) general questions and policy questions, formulate proposals and official and unofficial communications to the District Board.

- Works directly and coordinates with District Management, finance and legal.
- Provides oversight and management of recreational and community services and facilities by District staff, outside contractors and intergovernmental partners where necessary.
- Oversee care of the family center building and shared use gym, systems, furniture/fixtures and equipment, preventative and routine maintenance, janitorial and equipment maintenance, etc.
- Ensure that all contracts with vendors are adequately fulfilled.
- Manage effective day to day operations of the front desk, hiring, supervising, scheduling and training of part time front desk staff.
- Accurately and consistently collect of all monies at the Belle Creek Family Center and ensures monies are handled according to District policies.
- Responsible for the coordination and completion of registration procedures including credits and refunds.
- Oversees the scheduling of room rentals for public use.
- Oversees the scheduling of the family center for all internal programming and meeting space use.
- Updates the front desk training manual as needed.
- Solves facility and program concerns.
- Inspects and maintains cleanliness and general appearance of all areas of the family center.
- Coordinates emergency procedures training through drills and in-services.
- Develops and maintains a duty schedule for front desk staff to ensure cleanliness, organization and updated material for public usage.
- Establish and maintain a working environment conducive to positive morale, individual style, quality, creativity and teamwork.
- Work directly with the District Manager with sports-related/athletic programming to plan, promote and produce programs for District residents.
- Assist in planning, promoting and organizing District/Community special events.
- Works directly with the part-time preschool teacher to program, plan, produce and promote part-time preschool programming.
- Administrative functions as required include budgeting, contracting, invoice review/approval, payroll review/approval and other functions as directed by District Management.
- Must attend after-hours District Board meetings as required along with any off-site meetings with District Management and other governmental/business contracts.
- Oversee parks. Assist in communicating with landscaping contractor and District Manager to make sure contracts are fulfilled.
- Must maintain a positive, friendly and professional environment while engaging in stressful and/or controversial situations with residents and co-workers.
- Complies with District rules and regulations, policies and procedures.
- Studies and complies with all applicable government regulations.
- Requests feedback from community members and relays such feedback to the District Manager and Board and pursues best practices for achievement.
- Facilitates communication between Board and Belle Creek community.
- Other duties and responsibilities as necessary to support any and all District functions and to assist District staff, consultants, management and the District Board.

#### **Additional Tasks and Responsibilities:**

While the following tasks are necessary for the work of the unit, they are not essential part of the purpose of this position and may also be performed by other family center employees.

- Assist with the maintenance and content management of BCMD's website.
- Organizes BCMD's special events.
- Any other duties which may be assigned.

### **Qualifications:**

- Bachelor's degree in Public Administration, Real Estate/Property Management, Recreational Management, Kinesiology or related field.
- Minimum 3 years of progressive experience managing a public organization or recreation facility.
- Minimum 3 years' experience overseeing staff and contractors (i.e. managing people and contracts).
- Experience developing and managing budgets; staffing; training; scheduling; and payroll. Organizational and Time Management skills a must.
- Ability to organize and prioritize numerous tasks and complete them under time constraints.
- Ability to concentrate and pay close attention to detail for up to 50% percent of the work time when evaluating financial, regulatory and compliance matters. Work occasionally requires a high level of mental effort and strain.
- Ability to proofread typed material for contextual, grammatical, typographical or spelling errors.
- Effective interpersonal skills, including communicating in person, by e-mail and by telephone.
- Ability to follow instructions effectively from a diverse group of homeowners, employees, District staff, board members, vendors and others, and provide information with ordinary courtesy and tact.
- Ability to work non-standard hours, including occasionally working evenings, weekends and holidays, as necessary to meet the needs of the District for events and activities.
- Competently operate standard office equipment, such as computers and photocopiers, and proficiency with Word, Excel, Publisher, PowerPoint, and Outlook is required.
- Ability to travel to private and public buildings, locally and statewide, via private or public conveyance.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.
- Ability to establish and maintain positive working relationships with supervisors, residents, co-workers, subordinates, and outside vendors.
- Ability to pass a CBI, FBI and TRAILS background check.
- Satisfactory Credit Check.

### **PHYSICAL DEMANDS:**

Ability to move about the building and grounds in a relatively quick manner; ability to type on a computer keyboard and/or adding machine; ability to reach, climb and stoop or kneel; ability to talk and/or hear language from guests, managers, or groups of people; ability to lift, carry, transport items such as tables and chairs, weights, benches and product deliveries up to 50 lbs. assisted; and ability to see objects closely and at a distance. Ability to deal with moderate to high stress situations at times and maintain a positive attitude. The noise level is typically moderate to high. Ability to work flexible hours including evenings, weekdays, and weekends and possibly holidays; on call status may be required.

\*The requirements 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 enable individuals with disabilities to perform the essential functions.