

POSITION ANNOUNCEMENT: RECREATION MANAGER TACOMA, WASHINGTON

The Metropolitan Park District of Tacoma is seeking an experienced, collaborative and well-rounded parks and recreation professional to fill the position of Recreation Manager to oversee all of the District's community centers and aquatics programs. This announcement profile provides background information about Metro Parks Tacoma, outlines the experience and qualifications identified as desirable, and the traits and attributes of a successful candidate.

This profile will be used as a guide in the recruitment process, providing specific criteria by which applicants will be assessed and candidates selected to advance in the hiring process. The salary range for this position is \$79,220.00 - \$100,000.00 annually.

This recruitment is being conducted on a local, regional, and national level. All applicants must adhere to the instructions as outlined in the official posting found at:

<https://www.metroparkstacoma.org/jobs-openings>

All inquiries related to this job announcement and recruitment can be directed to:

Angela Stuefen
Human Resources
(253) 305-1089
AngelaS@TacomaParks.com



METRO PARKS TACOMA BACKGROUND

Metro Parks Tacoma is a nationally accredited and award-winning Park District located in Tacoma, Washington. The system is comprised of many different park facilities that offer residents a variety of recreational opportunities. From waterfront access to local neighborhood parks to large regional facilities and attractions, the MPT system is both a local community asset and regional destination. Currently, the MPT system includes, but is not limited to:

- 80 park and recreation properties
- 2,960 total park acres
- 81 trail miles
- 8.2 miles of publicly accessible beach and shoreline
- 46 playgrounds
- 10 spray grounds
- 6 community centers
- 6 pools (three outdoor and three indoor)
- Unique attractions such as Point Defiance Park, Point Defiance Marina Complex, Tacoma Nature Center, Point Defiance Zoo and Aquarium, Fort Nisqually Living History Museum, and Northwest Trek Wildlife Park.

The District is governed by a five-member Board of Park Commissioners, who are elected by the residents of the District and serve six-year terms.

The Executive Director oversees the five departments that make up the District: Governance and Direction, Business and Innovation, Planning and Development, Parks and Recreation, and Zoological and Environmental Education

The overall operating budget for the district is \$124 million over the 2019-2020 biennium, with an additional \$55 million capital budget.

DEPARTMENT BACKGROUND

The Parks and Recreation Department provides recreation programs, natural resources management, specialty attractions, and building and park maintenance for the Tacoma community.

The department is divided into three units: Regional Parks and Attractions, Community and Neighborhood Parks, and Business and Support Services.

There are currently 137 full time employees and several hundred part time employees. The biennial

budget for the Parks and Recreation Department is just over \$50 million for 2019-2020.

The department seeks to provide equitable and engaging recreation and educational programs to the community through the following programs:

- Aquatics
- Youth & Adult Sports
- Visual, Performing & Culinary Arts
- Youth Development & Camps
- Specialized & Adaptive Recreation
- Active Older Adult Services
- Fitness & Wellness
- Outdoor Adventures

In addition to protecting, preserving and providing well-maintained parks and natural areas, the department also manages a wide-range of facilities including:

- Fort Nisqually Living History Museum
- Point Defiance Marina
- W.W. Seymour Botanical Conservatory
- Meadow Park Golf Course
- Six Community Centers
- Tacoma Nature Center
- Green Houses

The department also oversees 700-acre Point Defiance Park and Ruston Way. Point Defiance Park is the gem of Tacoma and hosts over 3 million visitors annually.

AREAS OF OVERSIGHT

The Recreation Manager is responsible for the oversight of six community centers and the aquatics program.

Community Centers

Metro Parks owns or operates six community centers throughout the District. Two are currently leased to cultural partners: South Park Community Center and Portland Avenue Community Center. The Recreation Manager will oversee the management of those leases.

In addition, there are four other community centers directly managed by Metro Parks: Center at Norpoint, Eastside Community Center, People's Community Center, and STAR Center.



Each community center offers unique programs and amenities to directly serve the community in which they reside.

Staffing for each community center includes a full time supervisor and assistant supervisor, and part time employees for membership sales, rental sales, and customer service.

Aquatics

The aquatics program manages the programming and day-to-day operations of three indoor year-around pools, two outdoor seasonal pools, and one seasonal wading pool. The program also uses Tacoma Public Schools pools through a cooperative inter-local agreement to augment programming.

The three indoor pools are located in community centers, including the Center at Norpoint, Eastside Community Center, and People’s Community Center.



The two outdoor pools, Stewart Heights Pool and Kandle Pool, offer unique amenities, swim lessons, and party rentals during the summer. The wading pool is located at Portland Avenue Park and also operates during the summer.

Aquatics programming includes swim lessons, recreation swims, water exercise, swim teams, and partnerships with the school district to provide greater access to water safety and lifeguarding programs for Tacoma’s youth. The maintenance of all the pools is managed within this unit as well.

Staffing for the aquatics program includes one supervisor, two coordinators, one specialist and many part time employees for program support, lifeguarding, customer service, and pool maintenance.

DUTIES AND RESPONSIBILITIES

- Oversee the development of all business plans associated with the assigned units. Ensure the linkage and alignment of business plans with the Mission Led Comprehensive Program Plan and Strategic Master Plan.
- Manage the activities of the assigned operational unit, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and/or service offerings; ensures compliance with Federal, State, and local laws, regulations, rules and/or standards.
- Provide and inspire a culture which encourages collaboration and employee development and practices effective leadership by empowering staff to make decisions. Recruit, supervise and evaluate the performance of assigned staff; direct and coordinate staff training.
- Implement department responsibilities within the Strategic Master Plan and Mission Led Comprehensive Plan; establish and report on the department work plan, benchmarks and performance measurement objectives.
- Assess community needs and develop a variety of recreational, cultural, and educational programs/services and assure appropriate program interpretation for the general public; develop and implement a plan to communicate the benefits of parks and recreation to the Tacoma community.
- Develop and prepare biennial budget for areas of direct responsibility; Review, approve and submit the recommended program budgets for assigned units; create cost centers and incorporate outcome measures; analyze and review financial and outcome data; control and authorize expenditures in accordance with established limitations.
- Participate in special projects, a variety of hearings, task forces, meetings, committees, and/or training sessions. Represent the department on multiple cross-departmental committees and work groups.
- Participate in the administration and leadership of the overall department and organization.

- communicate with other administrators, District personnel and outside organizations to coordinate activities and programs within assigned unit, resolve issues and conflicts and exchange information; communicate with Board of Park Commissioners via the Director of Parks and Recreation and Executive Director regarding issues related to District operations; serve as departmental liaison to government agencies.
- Create and work with external partners to enhance program delivery and maximize the use of resources.
- Identify alternative funding through other city, state, federal, and other governmental agencies and grantors in conjunction with the resource development staff.
- Prepare and deliver oral presentations related to assigned programs, activities and operations to the general public and special interest groups. Recommend and prepare policy and procedure changes to assist in program operation or as assigned as district wide policy review.

KEY SKILLS AND ATTRIBUTES

- Be committed to working collaboratively to deliver high-quality parks and recreation programs to each of the individual planning quadrants served by Metro Parks.
- Value diversity, equity and inclusion and community outreach and engagement to improve the connection to the community and understand the demand for services.
- Have a proven track record of recruiting, hiring, training, mentoring and retaining staff.
- Have a strong commitment to customer service and possess a team-oriented style that always attempts to get to "yes."
- Have the ability to connect with current partners and create new partnerships to enhance relationships and level of service.
- Understand the role and importance of community centers in the community, create staffing plans and identify recreation programs that meet the community demand.

- Ability to implement a training program for staff, particularly at community centers, to be able to handle challenging individuals and situations with de-escalation techniques and confidence-building knowledge.
- Possess a calming, nurturing personality that always puts the team above self.
- Instill accountability for all levels of staff while maintaining empathy.
- Ability to build relationships amongst peers, staff, and external partners.
- Be politically astute; understand the various initiatives within Metro Parks, city of Tacoma, and other external partners.
- Be an active community leader and true professional with an engaging communication style and excellent listening skills.
- Have the ability to prioritize, direct and implement multiple priorities at the same time.
- Skills and organizational ability to create, implement and monitor work plans for all areas of oversight.
- Understand business development principles in the areas of product pricing, sales, marketing and strategic vision and innovation.
- Understand basic principles of capital planning, maintenance and operations.

MINIMUM QUALIFICATIONS

- Applicant must have a Bachelor's degree in Recreation Program Administration or related field, and five (5) years increasingly responsible supervisory experience. A Master's degree and additional years of experience is preferred.
- Valid Washington State driver's license.
- Obtain a valid First Aid and CPR card within the probationary period.