

**FULL TIME ASSISTANT OPERATIONS MANAGER**

**General Summary:** Under the general supervision of the Full Time Operations Manager with oversight provided by the Park Superintendent, performs a variety of functions involving day to day park operations, oversight of seasonal park managers, interns and staff, scheduling and planning of events, implementation of established policies and procedures, payroll reporting, staff scheduling, adherence to operating budgets, maintenance of staff files such as training and disciplinary reports, as well as various supervisory and administrative functions as delegated by the Operations Manager. This position will be required to be on call for park emergencies during non-administrative office hours, up to and including acting as a temporary manager at any Mecosta County Park if necessary.

**Conduct:** Conduct, both inside and outside the parks, whether in uniform or not, shall convey a favorable impression to the public and never reflect negatively upon the Mecosta County Park Commission.

**Drug Free Workplace Policy:** In June of 1992 the Mecosta County Board of Commissioners officially adopted a resolution for a Drug Free Workplace Policy. Compliance with MCBOC Drug Free Workplace Policy is a condition of employment. Failure or refusal of an employee to cooperate fully or to submit to any inspection or drug test as provided will be grounds for termination.

**Hours of Work:** A standard work week consists of forty to forty-five hours per week, five days per week, with two days off per week. Due to the nature of the job, the employee will be expected to work varied weekends and holidays, particularly during the peak operating season. Employee must be available via a provided cell phone to respond in a timely manner to customer complaints and emergency situations that arise within the parks. Additional work hours may be required of the employee due to unusual circumstances (emergencies, employee absenteeism, exceptional park usage, etc.). Work schedule will be reviewed and approved by the Operations Manager.

**Minimum Entrance Requirements:** High school diploma is required. Applicant must also have a basic knowledge of budgeting and accounting principles, financial reporting, database use, internet research, social media administration, event management, office management, customer service experience and computer skills, including proficiency in Microsoft Office programs (Excel, Word, Power Point.) Applicant may be required to demonstrate computer skills. Applicant must possess a valid driver's license and pass a pre-employment background screening. Applicant should be a highly organized self-motivator capable of multitasking, demonstrating good written and verbal communication skills and be able to verify leadership experience with preferred techniques.

Weightlifting Limit: All employees must be able to lift at least 35#.

**Preferred Skills:** Bachelor's degree in business, hospitality, parks and recreation or a combination of equivalent experience in a park management or administrative capacity. Knowledge of hospitality related reservation programs is preferred.

Typical/Essential Duties:

- ✓ Under the supervision of the Operations Manager, monitors day to day operations of the park system including supervision of staff, employee training, staff scheduling, payroll, facilities and equipment maintenance, supplies, and other items as assigned.
- ✓ Assist with the preparation and maintenance of parks operational, training, safety, and other manuals.
- ✓ Assist with implementation and monitoring the adherence of established park rules and regulations, policies and procedures by staff and park guest.
- ✓ Assist with ensuring facility reservation and accounting software is operating efficiently and communicates concerns with operational items to the Operations Manager.
- ✓ Assist with planning, scheduling and overseeing the implementation of park special events and weekly activities.
- ✓ Regularly inspects park facilities to evaluate park operations in terms of the quality and quantity of the work being performed by seasonal managers and staff. Creates improvement action plans and communicates park operational deficiencies to the Operations Manager.
- ✓ Assist with marketing of the parks, special events, and online communications including social media platforms and websites.
- ✓ Reviews park financial reporting documents and ensures that seasonal park managers are submitting information as required to parks administration for the completion of weekly reconciliations.
- ✓ Coordinates various park opening and closing checklist items with the Operations Manager and seasonal park managers.
- ✓ Utilizes computers and software to compile and maintain information involving operational maintenance activities.
- ✓ Assist with the interviewing and hiring of seasonal park managers, interns and employees. Maintains accurate and up to date employee records.
- ✓ Assist with planning and execution of a comprehensive training program for new and returning seasonal employees.
- ✓ Maintains confidentiality regarding sensitive information.

- ✓ Attends meetings as directed by the Operations Manager.
- ✓ Provides customer service to park guest. Greets public, answers incoming telephone calls, administers reservation request, and receives park revenues.
- ✓ Travels to County Parks, County Buildings, banks and other locations as directed by the Operations Manager.
- ✓ Shall obtain any certifications/licenses as deemed necessary by the Operations Manager.
- ✓ On call during the peak operating season - cell phone provided by the Park Commission.

The above statements are intended to describe the general nature and level of work being performed by the person assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by the personnel so classified.

I have read the above job description and understand that the duties listed above are general in nature and not all-inclusive. I understand that this is a salary at-will (can be terminated with or without cause) position that may require more than a forty-hour work week during the peak operating season in order to fulfill my responsibilities,

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

