



Operations Manager – Region 2 – Full Time

General Summary: Under the general supervision of the Operations Director – Region 1 and Parks Superintendent is primarily responsible for operational functions and staff administration in Region 2 Parks of Mecosta County. Works directly with the Operations Director – Region 1 and Park Managers to guide park operations throughout Mecosta County. Operational duties include: seasonal staff hiring, staff training, implementation of operating policies and procedures, payroll reporting, oversight of staff scheduling, adherence to operating budgets, capital planning recommendations, reporting of incidents/accidents, and administration/assignment of park maintenance duties. Works in conjunction with the Human Resources/Events Manager in maintaining staff records, coaching, counseling, or discipline of seasonal staff and in the scheduling and implementation of park events. Duties include various supervisory and administrative functions as delegated by the Operations Director – Region 1 or Parks Superintendent.

Conduct: Conduct, both inside and outside the parks, whether in uniform or not, shall convey a favorable impression to the public and in no way reflect negatively upon the Mecosta County Park Commission.

Drug Free Workplace Policy: The Mecosta County Board of Commissioners has adopted a resolution for a Drug Free Workplace Policy. Compliance with the Mecosta County Board of Commissioners 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 shall consist 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. During the campground operating season, employee shall expect and agrees to be scheduled weekends and holidays with days off occurring between Sun and Thur. Additional work hours may be required of the employee due to unusual circumstances (emergencies, employee absenteeism, exceptional park usage, etc.). This position will be required to be on-call for park emergencies during the campground operating season, up to and including acting as a temporary manager at any Mecosta County Park if necessary. The work schedule will be reviewed and approved by the Parks Superintendent.

Physical Conditions/Work Location: During the campground operating season (Late April-Early Oct.) employee will primarily report to Brower County Park in Stanwood, MI. During the off-season period employee will primarily report to the Mecosta County Parks Administration Office in Paris, MI. Employee will regularly be required to travel to various locations throughout the County of Mecosta. Employee may be exposed to all types of weather conditions and shall be agreeable to working in an outdoor environment. Employee shall expect a similar balance of indoor and outdoor responsibilities during the operating season and a heavier indoor responsibility during the off-season period.

Minimum Entrance Requirements: High school diploma is required. Minimum of two (2) years working in a supervisory capacity is required. Applicant must have a basic knowledge of budgeting and accounting principles, financial reporting, database use, social media administration, event management, office management, customer service, and computer application operation, 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 (State of Michigan Vehicle Operator's License required with job offer) and provide authorization to participate in and pass a pre-employment background screening. Applicant shall 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 a minimum of 35 pounds.

Preferred Skills: Bachelor's degree in parks and recreation, hospitality, business administration or a combination of equivalent experience (2-years or more) in a park management or administrative capacity. Knowledge of hospitality related reservation systems and accounting programs.

Typical/Essential Duties:

- ✓ Under the supervision of the Operations Director – Region 1 and Park Superintendent, oversees the day-to-day operations of the park system including supervision of park management and staff, training, scheduling, payroll, facility and equipment maintenance, supplies inventory and use, cleanliness of buildings and grounds, public safety, and other items as assigned.
- ✓ Provides customer service to park guests. Greets public, answers incoming telephone calls, administers reservation requests, and receives park revenues.
- ✓ Routinely works wherever needed to ensure smooth operations of the County Parks. Duties may include completing work traditionally assigned to a Park Manager, Park Attendant, Maintenance Staff, or other operations position.
- ✓ Meets with or provides regular reports to the Parks Superintendent and Operations Director – Region 1 to ensure operational, staff, or customer deficiencies are addressed.
- ✓ Assists with the implementation and monitoring of established park rules, regulations, policies and procedures by staff and park guests.
- ✓ Regularly inspects and evaluates the physical condition of property and equipment at Region 2 parks for safety concerns or repair needs. Works with Operations Director – Region 1, Park Managers and Maintenance Staff to create a plan of resolution for any concerns.
- ✓ Obtains supplies and materials as needed for operational or maintenance responsibilities while staying within budget and following purchasing policies.
- ✓ Works with the Operations Director – Region 1 and Park Managers to ensure incidents, accidents, vandalism, or theft are reported appropriately and in detail to the Parks Administration Office. Assists with implementing outcomes that arise from such incidents.



- ✓ Assists with ensuring facility/campsite reservation and accounting software is operating efficiently and communicates deficiencies to the Parks Superintendent.
- ✓ Works in conjunction with the Human Resources/Events Manager in the scheduling, marketing, and implementation of park special events and weekly activities.
- ✓ Regularly inspects Region 2 park facilities and grounds to evaluate operations in terms of the quality and quantity of the work being performed by park managers and staff. Creates improvement action plans and communicates goals and objectives.
- ✓ Reviews the collection of fees and reconciliation process at each Region 2 Park. Collects and accounts for weekly sales with the individual park managers and ensures all appropriate reports are submitted to the Parks Administration offices in a timely manner.
- ✓ Coordinates various Region 2 park opening and closing checklist items with Park Managers, and Maintenance Staff.
- ✓ Assists Operations Director – Region 1 with Park Commission operational, training, safety, and other manuals.
- ✓ Assists the Human Resources/Events Manager with the interviewing and hiring of seasonal employees.
- ✓ Assists the Operations Director – Region 1, Human Resources/Events Manager and Park Superintendent in the planning and execution of a comprehensive training program for new and returning seasonal employees.
- ✓ Maintains confidentiality regarding sensitive information.
- ✓ Assists the Superintendent with information for the compilation and preparation of the annual budget, including capital expenditure requests and other operations requests.
- ✓ Assists with duties as necessary for the preparation of the Park Commission's five-year Master Plan.
- ✓ Attends meetings as directed by the Superintendent.
- ✓ Travels to County Parks, County Buildings, Financial Institutions, and other locations as required to conduct business.
- ✓ Shall obtain any certifications or licenses, attend any conferences, workshops or regional meetings as deemed necessary by the Superintendent.
- ✓ Shall be on-call during the peak operating season with 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: _____

