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**National Recreation and Park Association
Certified Park and Recreation Professional
Examination**

Candidate Handbook



National Recreation and Park Association
National Certification Board
12371 Belmont Ridge Road
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(703) 855-8764

(Effective January 1, 2015)

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In addition, the Senior Manager of Facilities supervises and evaluates the work of part-time customer service personnel and oversees the DC Ranch facility rental program. This is a full-time position that will have a rotating schedule to include some evening and weekend hours. PRIMARY JOB RESPONSIBILITIES: Assist in developing and implementing policies and procedures for the Community Centers and other facility usage that incorporate the highest standard of customer service to residents and guests Responds to difficult or sensitive customer inquiries Schedules staff work schedule and monitors/oversees vacation, sick time, and training schedule of part-time staff Monitor overall condition of facilities to ensure that physical attributes are consistent with DC Ranch standards and guarantee an exceptional experience for stakeholders Conduct monthly inspections of facilities for safety and maintenance issues and address in a proactive manner Assist in developing and monitoring facility budgets Seek bids and provide contract oversight for facility repairs, reserve projects, and capital budget projects Provide oversight of facility supplies; place orders or make purchases as needed Manage a process for day-end revenue deposits and facility closings Implement and oversee a facility rental plan for the Community Centers that ensures internal event and programming needs are met, while accommodating the needs and desires of residents Meet with residents interested in renting the Community Centers, Park, provide facility tours, initiate and finalize contract and payment, schedule and give pre-event walk through, review rental rules with resident and provide DC Ranch security with information as needed Manage and maintain an effective rental follow-up process to address after-event inspections and procedures Manage relationships with partnership rentals and usage to assure guidelines are met and quality remains high Maintain and manage the Community Centers calendars Make periodic checks on facilities during rental engagements; handle weekend and evening calls as related to facility rental issues Actively solicit feedback from facility users to ensure expectations are being met Work in tandem with Custodial Senior Manager to coordinate the set-up and tear-down logistics of various off-site events, programs, and meetings Serve as back-up for the front desk staff to answer phone, welcome all guests, and assist with inquiries when needed Assist with set-up, clean-up and other logistics for Community Center activities, rentals and other events sponsored by the Community Council Actively contribute ideas and creativity to constantly improve the programs, events and activities of the DC Ranch Community Council Other duties as assigned WORK ENVIRONMENT Conduct work in open office setting within a Community Center that residents have access to. KNOWLEDGE, ABILITIES & EXPECTATIONS Knowledge of: Recreation management software (i.e. ActiveNet, CivicRec) Supervisory techniques and practices Facility management and facility reservation processes Customer service resolution practices General office procedures/operations Basic computer skills in Microsoft Office environment Facility staffing and scheduling Ability to: Exercise sound judgment and consistently make smart decisions Convey information and ideas clearly Delight the customer - exceed expectations Manage multiple priorities and meet deadlines Solve problems, think creatively and seek help when necessary Remain calm and focused in chaotic circumstances Handle conflict with grace and diplomacy Maintain confidentiality of sensitive information Embodiment of: DC Ranch Community Council vision, values and goals Integrity, professionalism, respect and customer-centric attitude Leadership by example, consistently convey a positive attitude, passion and pride in your work EDUCATION AND EXPERIENCE: 4 year college degree required; Facility or Recreation Management degree preferred Direct experience working in a public or private facility similar to a community center 2 to 4 years' experience in progressively responsible position PHYSICAL REQUIREMENTS: Flexible and long hours sometimes required Physical work - Exerting up to 50 pounds of force occasionally, and/or 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move tables, chairs, art panels, and other large objects Must have high level of physical fitness Create a Job Alert for Similar Jobs About DC Ranch Community Council Connections working at DC Ranch Community Council Powered By

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