



City of New Brighton, Minnesota
Position Job Description

Position Title: *Manager on Duty*

Department / Location: *Parks & Recreation / New Brighton Community Center*

Immediate Supervisor: *Facilities Manager*

Grade Level: *Pursuant to the Part-Time, Seasonal, & Temporary Employee Compensation Plan*

Position & FLSA Status: *Part Time / Nonexempt*

Date of Latest Revision: *July 2014*

Position Summary:

To serve as New Brighton Community Center "manager-on-duty" during evening and/or weekend hours in a manner that helps to ensure that facility users have a positive experience and that everyone complies with facility rules and standards for behavior.

Essential Accountabilities and Expected Outcomes

- 1) Reviews the details of events scheduled at the NBCC for which this position is responsible for as a "manager-on-duty" and confers with facility staff to ensure a common understanding of what's occurring, when it's occurring and what's expected from the facility.
 - The evening and weekend staff work together well during all phases of facility operations.
 - Facility staff receives good work direction that helps minimize operational problems.
- 2) Coordinates and oversees scheduled activities by walking through the facility and being available to answer customer related questions and/or provide additional customer service.
 - Routinely walks through facility without being intrusive protect the mutual interests of the City and facility users by providing safe events that proceed as scheduled and planned.
 - Required interventions are consistently handled firmly but with tact and diplomacy.
 - Provides department information to facility users if requested or necessary.
- 3) Performs various set-up and clean-up responsibilities so that the facility is kept safe, clean and ready for the next event.
 - Customers consistently find the facility clean and ready to use for their respective programs and events.
 - Customer evaluations of the facility and staff services are consistently positive.
 - Turnarounds are done quickly with little disruption.
- 4) Ensures facility is properly secured each evening to safeguard the facility from theft and vandalism.
- 5) Performs other job related responsibilities as apparent or assigned.

Competencies Common to All Positions:

Developing and maintaining a thorough working knowledge of all department and applicable City policies and procedures in order to help facilitate compliance with such policies and procedures by all personnel.

Demonstrating by personal example the service excellence and integrity expected from all staff.

Developing respectful and cooperative relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.

Conferring regularly with and keeping the immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which accountable.

Representing the City in a professional manner to the general public and other outside contacts / constituencies in a manner that helps maintain and enhance New Brighton's reputation as a well managed City.

Core Values Common to All Positions:

Represent and model the following established City of New Brighton Values:

- Respect for Residents, Businesses, and Visitors
- Effective Communication with Residents of New Brighton
- Promote a Healthy Business Climate
- Understand Our Past as we invest in the Future
- Recognize the Importance of Working with Neighboring Communities
- Provide for the Safety and Security of the Community
- Accountability and Integrity in Service Delivery

Typical Working Environment:

Work is typically performed in an inside, temperature controlled environment. Grounds maintenance work (i.e. shoveling, trash pick-up) is performed outside in varying seasonal temperatures and conditions.

Typical Physical Requirements for This Position:

Ability to perform lifting and moving of equipment and materials required to set up and clean up various events.

Selection Criteria to Qualify for This Position:

Minimal Job Requirements-

- High school education or GED equivalent and at least one year's experience in some type of customer service.
- Some mechanical / maintenance experience is desirable.
- First Aid/CPR certification required within 6 months of hire.

Employee Initials and Date: _____

Supervisor and / or Department Head Initials and Date: _____

Assistant to the City Manager Initials and Date: _____