



## City of Irving Job Description

### Park Services Manager

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Parks & Recreation
<b>Job Code:</b>	P101	<b>Reports To (Job Title):</b>	Parks and Recreation Director

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#### PURPOSE

To manage the overall operations of the parks divisions, including budget development and management, facilities infrastructure maintenance, program development and public relations.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Develop, administer, monitor, and coordinate multiple divisional and department budgets, including, facility and park maintenance and infrastructure costs.
- Develop and monitor operational standards and processes for park maintenance and operations.
- Develop and implement strategies to improve efficiency and reduce costs.
- Implement and monitor annual divisional goals, objectives and activity performance measurements.
- Prepare reports and presentations for City Council, the Parks and Recreation Advisory Board and the Tree Board.
- Prepare various reports for local and state; and maintains spreadsheets and logs.
- Develop, plan and implement annual Arbor Day and Horticulture Garden Tours, as well as related programs and presentations.
- Develop maintenance programs for Parks, Horticulture and Urban Forestry Operations.
- Develop and monitor 'Divisional Safety Standards' to include both customers and employees; also, oversee employee safety training.
- Develop, implement, and monitor Customer Service initiatives; find resolutions to customer service issues and concerns.
- Develop and monitor Operational Standards to meet expectation in Goal 7, to include Park Maintenance, Corridor Enhancements, Horticulture and Urban Forestry programs.
- Provide management leadership for diverse multi-functional personnel in the Park Maintenance Division.
- Directly supervise two (2) Park Supervisors and a Horticulture Coordinator.
- Establish divisional procedures, policies and performance standards, which includes: Coaching and training divisional staff, performing time and use evaluations to analyze team performance, effectiveness and efficiency; and, review work group staffing levels and schedule to maximize use of divisional resources.
- Coordinate with Fleet Maintenance and Fleet Vendors to write appropriate specs to purchase new vehicles and equipment.
- Perform related duties as assigned.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Work with other Departments and citizens with any arboricultural issues that may need to be addressed from tree health to tree preservation.
- Answer questions and provides information to the public regarding parks maintenance issues.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 45 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

This position administers and monitors annual division budget of approximately \$3 million; further, it monitors and approves divisional expenditures.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in parks administration or a closely related field.

### **EXPERIENCE**

- At least five (5) years of related experience, including two (2) years of supervisory experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid Texas driver's license, or the ability to obtain one, is required.
- Ability to obtain certified Arborist license within one year of hire.
- Ability to obtain Chemical Applicator license within six months of hire.

### **KNOWLEDGE OF**

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Inclusive Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation and discipline, with skills in managing a diverse employee base.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Government Policy: Policies, operations and processes at the local, state, and national levels.

- Office Systems: Administrative / clerical procedures and systems, such as word-processing, filing and records management, and form design principles, and other office procedures and terminology.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Grounds maintenance, turf cultivation, irrigation, horticulture and arboriculture to develop and monitor the various maintenance programs.

## **SKILLS AND ABILITIES IN**

- Program Assessment: Evaluating current / potential programs for effectiveness and efficiency.
- Systemic Planning: Sensing the environment and setting goals and objectives; also, developing short and long term strategic goals to meet identified goals and standards.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Compliance Evaluation: Developing effective operational standards to meet established 'standards of care', service delivery and safety standards to protect customers and employees.
- Service Orientation: Actively looking for ways to help people.

## **GUIDANCE RECEIVED**

### **Priorities and Policies**

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses necessary changes to policies, methods and procedures and obtains approval.

## **CONTACTS**

Internal and external customers, other departments, government agencies, salespersons, vendors, educational institutions, state agencies, various board members, garden clubs and special interest groups.

## **EQUIPMENT AND PROPERTY**

Vehicle, various office equipment, GPS units, grounds maintenance equipment, Arboriculture equipment, tools, and supplies.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to listen, sit, and/or see. Frequently, s/he is required to drive a vehicle, carry, grasp, handle, feel, and/or walk.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee occasionally is exposed to a dirty environment and outside weather conditions. The noise level in the work environment is usually low.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.