



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP # 17-056
November 1, 2016**

**NOTICE OF VACANCY
November 1, 2016**

- POSITION:** **Operations Manager**
- DEPARTMENT:** **Parks and Recreation**
- SALARY:** **M7 \$61,782 - \$73,823**
- HOURS:** **Monday – Friday 8:30am to 5:00pm**
Required to work some nights and weekends as needed.

Position Purpose:

Performs administrative and supervisory work in support of the Parks and Recreation Division.
Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Coordinates scheduling of Town recreational facilities to ensure community priorities are met and services are delivered in accordance with established Town-wide and Divisional policies and mission.
- Assists the Director and/or their designee with the drafting of the Division's annual capital budget including identifying appropriate projects for inclusion, conducting research, collecting data and inputting information into the database software system.
- Assists the Division with the management of various projects from concept to completion in accordance with Divisional objectives.
- Works closely with architects, engineers, and consultants on projects being managed as directed.
- Conducts and attends meetings with league officials, civic leaders and special event promoters to create recreational opportunities for the community.
- Supervises front desk staff on a daily basis and makes recommendations in regards to hiring, promotion, annual performance reviews and disciplinary actions as needed.
- Effectively coordinates Divisional resources in support of all permitted events.
- Assists with the preparation and presentation of information to various boards, committees and Town Meetings.
- Provides the Director with recommendations on suggested improvements to operating procedures and policies.
- Provides a high level of customer service to the public in response to various questions and/or concerns regarding Division services.
- Cultivates progressive partnerships and fosters positive working relationships within the community.

- Identifies and secures alternative resources including gifts and donations of funds, materials, equipment and manpower in order to supplement resources appropriated through the budgeting process.
- Initiates, procures and manages grants and contracts in support of Divisional operations.
- Researches, collects and analyzes data for the creation of new reports and the formatting and updating of existing reports.
- Assist with the management of the Division's social media and website public outreach, including frequent updating and dissemination of information to the public.
- Routinely attends night meetings as requested by the Director.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree in Public Administration or a related field; Master's Degree preferred; Two to five (2-5) years' office experience in recreation and sport related activities; or any equivalent combination of education, training and experience. Possession of a valid motor vehicle operator's license required.

Knowledge, Ability and Skill:

Knowledge: Working knowledge of public administration and Parks & Recreation Department operations, policies and procedures as well as office functions. Knowledge of technology including the application of office software (word processing, database management, financial budgeting and spread sheet applications), social media platforms, as well as use of the Internet.

Ability: Ability to perform multiple tasks and pay attention to detail and perform work with accuracy, work independently and be self-motivated. Ability to deal diplomatically with general public. Ability to conduct independent research and to analyze information in support of short and long-term planning for the Department.

Skill: Strong organizational skills. Excellent customer service and interpersonal skills. Proficient written and oral communication skills including computer skills with Microsoft Office, permitting software through Access, GIS, and PowerPoint.

Physical Requirements:

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

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges.

Supervision:

Supervision Scope: Performs routine functions under specific instructions from supervisor and with some independent judgment required as to methods or procedures.

Supervision Received: Works under the administrative direction of the Director of Parks Recreation, and Cultural Affairs Division in accordance with established policies and procedures. Performs many tasks independently, referring problems to Director when needed or when clarification of Town policy.

Supervision Given: Supervises two positions; also performs non-supervisory work that is of the same kind and level as is done by the employee(s) being supervised.

Job Environment:

- Work is generally performed in a moderate noise environment under general office conditions but with frequent interruptions.
- Has access to confidential information of the Division.
- Operates computer equipment, printer, facsimile machine, telephone, copier, and all other standard office equipment; operates and utilizes all equipment and tools pertaining to recreational facilities.
- Has high degree of interaction with general public, coworkers, other Town Departments local businesses, and user and civic groups (such as High Schools, Colleges, youth leagues and various permit holders). Contacts are by phone, email and in person and involve an information exchange dialogue.
- Errors could result in adverse public relations, loss of funds, legal ramifications, reduced level of services, injury to staff and the public, as well as adverse public relations to the Town.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.