

**ORDINANCE NO. 10-23**

**AN ORDINANCE AMENDING SECTION 31.05 AND 31.07 OF THE SALARIES AND BENEFITS CODE OF THE CITY OF MEDINA, OHIO RELATIVE TO THE REORGANIZATION OF THE PARKS AND RECREATION DEPARTMENT AND THE RECREATION CENTER AND ACCEPTING VARIOUS NEW AND REVISED JOB DESCRIPTIONS.**

**WHEREAS:** Section 31.05 of the Salaries and Benefits Code of the City of Medina, Ohio presently reads as follows, pertaining to the Parks and Recreation Department:

**PARKS AND RECREATION DEPARTMENT**

<u>Number</u>	<u>Classification</u>	<u>Steps Authorized</u>
1	<b>Parks Director/Superintendent of Parks, Cemetery &amp; Forestry</b>	Pay Grade 114 (annual salary paid bi-weekly)
1	Parks Foreman	37 A-F
1	Parks Maintenance Technician	32 A-F per contract
1	City Arborist	9 A-F
1	Laborer	31 A-F per contract
1	Sexton	34 A-F per contract
1	Clerical Help	Sec. 31.02(B)(1)
1	Cemetery Laborer	31 A-F per contract
1	Turf Technician	per contract + 7%
	Part-time and Seasonal Employees	Sec. 31.02(A)(1)&(B)(1)

(Ord. 273-05, 7-06, 76-08, 81-09, 134-11, 27-13, 173-13, 32-14, 98-17, 48-18, 56-20, 98-21, 111-22, 215-22)

**WHEREAS:** Section 31.05 of the Salaries and Benefits Code of the City of Medina, Ohio presently reads as follows, pertaining to the Recreation Center:

**RECREATION CENTER**

<u>Number</u>	<u>Classification</u>	<u>Steps Authorized</u>
1	<b>Recreation Center Director</b>	<b>Pay Grade 112</b> <b>(annual salary paid bi-weekly)</b>
1	Recreation Center Superintendent	15 A-F
1	Recreation Center Aquatics Manager	11 A-F
1	Recreation Center Program Manager	11 A-F
1	Recreation Center Office Administrator	10 A-F
1	<b>Recreation Center Financial Assistant</b>	<b>9 A-F</b>
1	Recreation Center Program Specialist	6 A-F
1	Recreation Center Facility Supervisor	9 A-F
	Part-time Employees*	Section 31.02(E)

\* That the Recreation Center Director is responsible for notifying the Finance Director in writing when an employee is eligible to advance to the next pay step. The Finance Department shall process the pay increase to be effective the second pay period after proper notification.

(Ord. 23-06, 171-10, 207-10, 134-11, 54-18, 1-20, 13-20, 205-20, 159-21, 212-22)

**NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF MEDINA, OHIO:**

**SEC. 1:** That Section 31.05 of the Salaries and Benefits Code of the City of Medina, Ohio shall be amended to read as follows pertaining to the Parks and Recreation Department:

**PARKS AND RECREATION DEPARTMENT**

<u>Number</u>	<u>Classification</u>	<u>Steps Authorized</u>
1	<del>Parks Director/Superintendent of Parks, Cemetery &amp; Forestry</del> <b>Director of Parks, Recreation, Cemetery and Forestry *</b>	Pay Grade 114 (annual salary paid bi-weekly)
1	Parks Foreman	37 A-F
1	Parks Maintenance Technician	32 A-F per contract
1	City Arborist	9 A-F
1	Laborer	31 A-F per contract
1	Sexton	34 A-F per contract
1	Clerical Help	Sec. 31.02(B)(1)
1	Cemetery Laborer	31 A-F per contract
1	Turf Technician	per contract + 7%
	Part-time and Seasonal Employees	Sec. 31.02(A)(1)&(B)(1)

(Ord. 273-05, 7-06, 76-08, 81-09, 134-11, 27-13, 173-13, 32-14, 98-17, 48-18, 56-20, 98-21, 111-22, 215-22, **10-23**)

\*The Director of Parks, Recreation, Cemetery and Forestry is a dual responsibility position covering both the Parks Department and Recreation Center.

**SEC. 2:** That Section 31.05 of the Salaries and Benefits Code of the City of Medina, Ohio shall be amended to read as follows pertaining to the Recreation Center:

**RECREATION CENTER**

<u>Number</u>	<u>Classification</u>	<u>Steps Authorized</u>
<del>1</del>	<del>Recreation Center Director</del>	<del>Pay Grade 112</del> <del>(annual salary paid bi-weekly)</del>
1	<b>Director of Parks, Recreation, Cemetery and Forestry *</b>	<b>Pay Grade 114</b>
1	Recreation Center Superintendent	15 A-F
1	Recreation Center Aquatics Manager	11 A-F
1	Recreation Center Program Manager	11 A-F
1	Recreation Center Office Administrator	10 A-F
<del>1</del>	<del>Recreation Center Financial Assistant</del>	<del>9 A-F</del>
1	Recreation Center Program Specialist	6 A-F
1	Recreation Center Facility Supervisor	9 A-F
	Part-time Employees*	Section 31.02(E)

\* That the Recreation Center Director the Director of Parks, Recreation, Cemetery and Forestry

is responsible for notifying the Finance Director in writing when an employee is eligible to advance to the next pay step. The Finance Department shall process the pay increase to be effective the second pay period after proper notification. \*The Director of Parks, Recreation, Cemetery and Forestry is a dual responsibility position covering both the Parks Department and Recreation Center. (Ord. 23-06, 171-10, 207-10, 134-11, 54-18, 1-20, 13-20, 205-20, 159-21, 212-22, 10-23)

**SEC. 3:** That the new job descriptions of Director of Parks, Recreation, Cemetery and Forestry and Part-Time Office Assistant, marked Exhibits A & B and attached hereto, are hereby accepted.

**SEC. 4:** That the revised job descriptions of Recreation Center Superintendent and Office Administrator, marked Exhibits C & D and attached hereto, are hereby accepted.

**SEC. 5:** That all positions under the Parks and Recreation Department having REPORTS TO: Parks Director/Superintendent Parks, Cemetery and Forestry are hereby amended to read REPORTS TO: Director of Parks, Recreation, Cemetery and Forestry.

**SEC. 6:** That all positions under the Recreation Center having REPORTS TO: Recreation Center Director, are hereby amended to read REPORTS TO: Director of Parks, Recreation, Cemetery and Forestry / Rec Center Superintendent.

**SEC. 7:** **That the positions of Recreation Center Director and Recreation Center Finance Assistant are hereby abolished for the Recreation Center.**

**SEC. 8:** That it is found and determined that all formal actions of this Council concerning and relating to the passage of this Ordinance were adopted in an open meeting of this Council, and that all deliberations of this Council and any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with the law.

**SEC. 9:** That this Ordinance shall be in full force and effect at the earliest period allowed by law.

**PASSED:** January 9, 2023

**SIGNED:** John M. Coyne, III  
President of Council

**ATTEST:** Kathy Patton  
Clerk of Council

**APPROVED:** January 10, 2023

**SIGNED:** Dennis Hanwell  
Mayor

**PROPOSED**

IV-60  
Ord. 10-23  
Exh. A

**THE CITY OF MEDINA  
JOB DESCRIPTION**

**TITLE:** Director of Parks, Recreation, Cemetery and Forestry

**REPORTS TO:** Mayor

**DEPARTMENT/DIVISION:** Parks and Recreation

**CIVIL SERVICES STATUS:** Unclassified

**JOB STATUS:** Full-time

**EXEMPT STATUS:** Exempt

**CLASSIFICATION FEATURES:** As part of an evolving, fast-paced organization in a strong customer service environment, the individual in this classification is responsible for overseeing the operations for the Medina Community Recreation Center (MCRC) and responsible for park development and recommending future acquisitions and repairs to ensure that the necessary physical facilities are available for park and playground recreational needs. This employee administers a comprehensive City sports program involving local, independent associations for a variety of groups, ages and interest levels within the City. In addition, this employee is responsible for the efficient operation of the City's Cemetery and Forestry Department. This employee is appointed by the Mayor, confirmed by City Council and functions with wide latitude under the administrative direction of the Mayor.

**ESSENTIAL JOB FUNCTIONS:**

Serves as the main contact with Mayor and City Council regarding all matters relevant to the MCRC; Parks, Cemetery and Forestry.

Responsible for overseeing the maintenance, operation, and capital improvements for the MCRC, Parks, Cemetery, and Forestry Departments, including meeting with associated contractors to ensure completion and maintenance of planned improvements.

Develops methods to procure equipment and services for the MCRC, Parks, Cemetery and Forestry Departments.

Develops goals, objectives and operating plans for MCRC as a whole to ensure the successful attainment of the mission statement.

Represents City by working with Medina City Schools to implement policies and procedures including adherence and revisions to the Joint Operating Agreement of the MCRC.

Recommends the acquisition and directs the development of park amenities, including appropriate and functional structures and facilities to serve the widest recreational interests of the community.

## **PROPOSED**

IV-60

Responsible for the operations management, maintenance of the Uptown Park, and coordination for preparing the set-up and clean-up of events held on the Square.

Administer a comprehensive maintenance, operations and capital improvement program to all public parks, trails, playgrounds, picnic shelters, athletic fields, swimming pool, splash pads, forestry and cemetery properties and buildings.

Approves all expenditures and introduces all Board of Control, Finance and Council Request for Action for the various departments.

Authorizes all refunds for memberships, programs, rentals, and all employee status forms.

Verifies payroll for all full-time, part-time, and seasonal employees.

Prepares and administers the Parks, Forestry, and Cemetery budgets.

Supervises and directs the work of all full-time, part-time and seasonal staff for the MCRC, Parks, Forestry and Cemetery Departments.

Conducts regular meetings with full-time staff of all departments to ensure effective communication and efficient operations.

Works directly with the City Arborist in planning, development, and implementation of various tree related projects.

Works directly with the engineering department regarding departmental projects, quotes, bids, specifications and project progress.

Works directly with City sports associations and Medina City Schools regarding field usage, scheduling, athletic field preparation, capital improvements, and meeting the requirements for facility use.

Works with the Civil Service Commission to ensure compliance with employee policies and procedures.

Interprets department programs through media releases, speeches to community groups and media appearances.

Interprets and enforces City and Department policies, procedures, rules and regulations.

Develops an athletic field maintenance schedule and application program.

Develops positive relationships with committees, boards and local organizations to promote the various departments.

Works with non-profit organizations on community projects

Maintains regular and consistent attendance.

Works closely with Service Director.

Responsible for overseeing the operation of the winter Senior Snow Plow Program and the Deer Management Plan.

Coordinates with the Mayor's office manager in many areas.

Performs or assists in more difficult or skilled tasks including training, demonstrations, in the absence of the Recreation Superintendent, Parks Foreman, City Arborist, or Cemetery Sexton, or in the event of an emergency.

Prepares or directs the preparation and compilation of reports and data as required.

Attends all meetings as required and reports on department progress and issues.

Able to perform the physical demands that include but are not limited to having the strength and agility to lift and maneuver heavy objects such as tools, supplies, equipment. Able to climb into or onto and operate vehicles and equipment; able to spend considerable time in a vehicle driving to job sites to check work progress. Have the strength and endurance to walk during long periods of time, along with the ability to spend time standing, bending, stooping, crawling, squatting, lifting, kneeling and reaching throughout the day.

#### **EDUCATION, TRAINING AND EXPERIENCE:**

High school diploma and possession of a bachelor's degree preferably in parks and recreation administration, wildlife management, forestry, resource management or recreation and a working knowledge of park management practices. Advanced degree may be applied toward experience requirement.

At least five years of increasingly responsible professional recreation experience, including work in a private, public or military recreational delivery system.

Considerable experience within a park and recreation setting, experience with both passive and active recreation preferred.

Supervisory experience, excellent communications skills and the ability to manage multiple priorities required.

#### **Certifications:**

Ohio Parks & Recreation Association, Member

International Society of Arboriculture, Certified Arborist

National Swimming Pool Foundation Certified Pool and Spa Operator preferred

CPR & First Aid

**License:**

Valid driver's license issued by the State of Ohio and must remain insurable by the City of Medina's vehicle insurance plan. A valid State of Ohio Commercial Driver's License (Class A) is preferred.

Within one year of date of hire, must possess Category 8, 6A, and CORE Commercial Applicators License as issued by the Ohio Department of Agriculture for the purchase and use of pesticides, and renew when necessary.

**QUALIFICATIONS:****Knowledge of:**

- Principles and methods of park and playground planning, development, and maintenance;
- Considerable knowledge in Urban Forestry and Arboricultural operations;
- Municipal recreation programs, including the principles of programming for all patrons from children to senior adults;
- Facility management, fiscal control, planning and development, public relations and marketing;
- Public recreation and its application at a local level.

**Skilled in:**

- Reading and writing reports, correspondence and instructions;
- Personal computer use;
- Overseeing various department functions such as program development, marketing and budgeting;
- Customer service;
- Operating a motor vehicle; and
- Communicating effectively in writing or orally with co-workers, supervisors and the general public in person or over a telephone.

**Ability to:**

- Develop and maintain effective working relationships with subordinates and to promote and maintain high morale and enthusiasm;
- Supervise experienced and inexperienced employees and volunteers;
- Operate motor vehicles safely;
- Provide administrative and professional leadership and direction to Department personnel;
- Cooperate with and interpret recreation philosophies to City officials, public and private groups and agencies and the general public; and
- Understand and follow oral and written instructions.

**ENVIRONMENTAL ELEMENTS:**

This position requires the employee to spend part of each working day in the office and at recreation sites and facilities. The position includes a high incidence of interaction with fellow employees, sport associations and citizens.

**WORKING CONDITIONS:**

May be required to work outside normal business hours including weekends, evenings and holidays.

**EQUIPMENT USED:**

**ADDITIONAL REQUIREMENTS:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Employee understands that conditions may require the City to modify this Job Description and that the City reserves the right to exercise its discretion to make such changes.

**EMPLOYEE ACKNOWLEDGMENT:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



**TITLE:** Rec Center Office Assistant  
**REPORTS TO:** Superintendent  
**DEPARTMENT/DIVISION:** Recreation  
**CIVIL SERVICES STATUS:** Unclassified  
**JOB STATUS:** Part-time  
**EXEMPT STATUS:** Non-exempt

ORD 10-23  
EKH B.

**CLASSIFICATION FEATURES:** Under the direction of the Superintendent, the Rec Center Office Assistant will be responsible for a variety of support functions including but not limited to receptionist, finance, front desk, rentals, community events and programs.

**ESSENTIAL JOB FUNCTIONS:**

Answers, screens and forwards calls to the appropriate rec center staff.

Answers general information inquiries concerning the rec center.

Participates in training to obtain thorough knowledge of the membership software program.

Assists with front desk operations, events and outdoor pool, as needed.

Assists with Facility Monitor duties (opening/closing the building), as needed.

Provides rental information, rules and guidelines to patrons, businesses and organizations.

Assists with fiscal management procedures (ex: daily cash balancing) and other general financial tasks.

Assists with payment plans, membership refunds and processing third party payments.

Assists with new employee paperwork and processes.

Performs clerical tasks as assigned.

Attends all mandatory staff meetings and training sessions.

Able to perform the physical demands including but are not limited to being able to sit continuously at a computer terminal, desk or work station along with being able to lift and move MCRC equipment and objects, and have the strength and agility to walk, stand, bend, stoop, crawl, squat, kneel and reach for long periods throughout the work day.

**EDUCATION, TRAINING AND EXPERIENCE:**

Considerable experience in performing clerical work of a progressively responsible nature.

High school diploma or GED required. Prefer graduation from a college or university with coursework in business administration, business practices, public administration, computer operations or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

**Certifications:**

First Aid

Cardiopulmonary Resuscitation/ AED

**License:**

Valid driver's license issued by the State of Ohio.

**QUALIFICATIONS:****Knowledge of (not required at time of hire):**

- MCRC policies and procedures as they relate to patrons;
- Membership sales, programs and facility access;
- Rental booking prices and procedure;
- Rec center fiscal procedures;
- Membership software in regard to selling memberships and program registration;
- Fitness and wellness concepts;
- Facility policies; and
- Emergency procedures of the Medina Community Recreation Center.

**Skilled in:**

- Customer service;
- Handling sales transactions;
- Basic arithmetic; and
- Personal computer use and knowledge of Microsoft Office and

**Ability to:**

- Work independently with minimal instruction;
- Communicate effectively in writing or orally with co-workers, supervisors and the general public on the telephone or in person;
- Remain organized and maintain proper records;
- Understand and follow complex oral and written instructions;

- Maintain a balanced cash drawer;
- Work with others in a dynamic customer service oriented environment;
- Interact with the public in a professional, courteous and informative manner;
- Report to work on time and in the proper uniform; and
- Operate standard office equipment including but not limited to, personal computer, fax and copy machines, telephone and printers.

**ENVIRONMENTAL ELEMENTS:**

This position works indoors and outdoors in locations including but not limited to the rec center, City parks, Municipal pool, etc.

**WORKING CONDITIONS:**

This position is required to work outside normal business hours including early mornings, weekends, evenings, and holidays.

**EQUIPMENT USED:**

Computer, calculator, copier, fax machine and other office equipment.

**ADDITIONAL REQUIREMENTS:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Employee understands that conditions may require the City to modify this Job Description and that the City reserves the right to exercise its discretion to make such changes.

EMPLOYEE ACKNOWLEDGMENT: \_\_\_\_\_

DATE: \_\_\_\_\_

THE CITY OF MEDINA  
JOB DESCRIPTION

IV-720  
Ord. 10-23  
Exh. C

**TITLE:** Recreation Center Superintendent

**REPORTS TO:** Director of Parks, Recreation, Cemetery and Forestry / Mayor

**DEPARTMENT/DIVISION:** Recreation

**CIVIL SERVICES STATUS:** Classified

**JOB STATUS:** Full-time

**EXEMPT STATUS:** Non-exempt

**CLASSIFICATION FEATURES:** As part of an evolving, fast-paced organization in a strong customer service environment, the individual in this classification is primarily responsible for overseeing the entire operations for the Medina Community Recreation Center (MCRC) including performing a variety of accounting, bookkeeping and payroll functions related to a municipal recreation department. The Recreation Center Superintendent functions with wide latitude under the administrative direction of the **Director of Recreation, Parks, Cemetery and Forestry.**

**ESSENTIAL JOB FUNCTIONS:**

Supervises and manages full-time, part-time, and seasonal staff for the MCRC and the Outdoor Pool.

**Schedules full-time employees' office hours and Manager on Duty rotations.**

Prepares and administers the budget for the MCRC for Department operations and administration. Including processing requisitions, invoices and **preparing bi-weekly payroll for all Recreation staff.**

Manages cash handling procedures, implements deposit reports, and processes payment plans. Provides Finance Department with daily reconciliations of internal financial reports.

Submits all necessary sales tax files, reports, and licenses to comply with state audit regulations.

Works with all managers to adhere to a fiscally responsible budget, including payroll management and purchasing decisions.

**Prepare monthly reports and statistics for all areas, including expenditures, revenue projections and various forecasting, to submit to City Council, present to Rec Advisory Committee and any other committees as needed.**

Researches new equipment purchases, updates for facility, and maintains facility equipment inventory.

Prepares a five-year plan for equipment replacement and capital improvements.

Works with Medina City Schools to implement policies, procedures and schedules as outlined by the Joint Operating Agreement.

Prepares Requests for Council Action, Finance Committee and Board of Control items, membership rate increases and other operational proposals.

Maintains and audits membership software system accounting processes and prepares annual audit documents.

**Maintain employee information and files as they relate to payroll procedures.**

**Process credit card reconciliations through payment processing software system.**

**Processes and submits requisitions and invoices for MCRC and reviews invoices generated by MCRC for various contracts and events.**

Oversees development and maintenance of training materials and manuals, such as Standard Operating Procedures, Policy and Operation Manuals and Employee Handbooks and maintains Emergency Action Plan.

~~Acts as the public records custodian for MCRC.~~

Manages, negotiates, and reviews contracts for third party use of facility areas.

**Reviews invoices generated for Medina Hospital for rental of facility areas throughout duration of contract agreement.**

Develops goals, objectives and operating plans for MCRC as a whole to ensure the successful attainment of membership objectives, safety concerns, and program development for the community.

Works directly with the Parks Department to coordinate community programs and events.

Interprets and enforces City and Department policies, procedures, rules and regulations.

Prepares proposals designed to improve operations, increase efficiency and provide quality facilities, services and programs to the Medina community.

Coordinates all marketing of MCRC and associated programs and services.

Maintains regular and consistent attendance.

Attends seminars, conferences, and workshops to gain knowledge to upgrade department programs and day-to-day operations.

Assists fellow employees as required and works closely with staff members to carrying out Department goals.

Able to perform the physical demands that include but are not limited to having the strength and endurance to walk during long periods of time, along with the ability to spend time standing, bending, stooping, crawling, squatting, lifting, kneeling, reaching throughout the day, along with being able to sit continuously at a computer terminal, desk or work station as needed.

#### **EDUCATION, TRAINING AND EXPERIENCE:**

High school diploma or GED.

Bachelor's degree in accounting, finance, sports management, or recreation related field preferred. At least four (4) years of increasing responsibility in recreation experience required. Demonstrates increasing responsibility in management, professional accounting, or finance management.

**License:**

Valid driver's license issued by the State of Ohio and must remain insurable by the City of Medina's vehicle insurance plan.

**Certification:**

Cardiopulmonary Resuscitation/AED

First Aid

National Swimming Pool Foundation Certified Pool and Spa Operator preferred

~~Food Safety Certification by the Ohio Department of Health preferred~~

**QUALIFICATIONS:****Knowledge of:**

- Computers, programs and software associated with accounting principles including VIP Analytics finance software, membership software, payment processing and time clock management software systems.
- Accounting principles and practices to accurately and efficiently maintain necessary records.
- Facility operations including front desk, aquatics, fitness, programs, child care, custodial and maintenance, and risk management as well as personnel supervision, policy and program development;
- Municipal recreation programs, including the principles of programming for all patrons from children to senior adults;

**Skilled in:**

- Finance, organization and interpersonal communication.
- Overseeing various department functions such as program development, marketing, budgeting and customer service.

**Ability to:**

- Communicate effectively in writing or orally with co-workers, supervisors and the general public in person or over a telephone;
- Compile and evaluate complex financial data and prepare related reports;
- Provide administrative and professional leadership and direction to Department personnel;
- Understand and follow complex oral and written instructions;
- Read and write reports, correspondence and instructions;
- Operate motor vehicles; and
- Operate standard office equipment including but not limited to, personal computer, fax and copy machines, telephone and printers.

**ENVIRONMENTAL ELEMENTS:**

This position requires the employee to spend part of each working day in the office and throughout MCRC. The position includes a high incidence of interaction with fellow employees and patrons.

**WORKING CONDITIONS:**

May be required to work outside normal business hours including weekends, evenings and holidays.

**EQUIPMENT USED:** computer, time clock, fax and copy machines, telephone, printers, radio, building alarms, and surveillance systems.

**ADDITIONAL REQUIREMENTS:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Employee understands that conditions may require the City to modify this Job Description and that the City reserves the right to exercise its discretion to make such changes.

**EMPLOYEE ACKNOWLEDGMENT:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

THE CITY OF MEDINA  
JOB DESCRIPTION

IV-785  
Ord. 10-23  
Exh. D

**TITLE:** Office Administrator

**REPORTS TO:** Director of Parks, Recreation, Cemetery and Forestry/ Rec Center—Director Superintendent

**DEPARTMENT/DIVISION:** Recreation

**CIVIL SERVICES STATUS:** Classified

**JOB STATUS:** Full-time

**EXEMPT STATUS:** Non-exempt

**CLASSIFICATION FEATURES:** As part of an evolving, fast-paced organization in a strong customer service environment, the individual in this classification is primarily responsible for ~~front desk operations~~ **marketing, community relations, membership retention** and office management, including direct supervision of ~~clerical and marketing~~ personnel. The individual in this classification must demonstrate a continuous effort to improve ~~front desk facility~~ operations and work cooperatively and jointly to provide quality customer service. The individual in this position is under the general supervision of the ~~Center Director~~ **Superintendent**

**ESSENTIAL JOB FUNCTIONS:**

~~Manages part-time guest services staffing, which includes hiring, training, scheduling, supervising and evaluating front desk staff and main office support staff.~~

~~Oversees and manages all front desk operations including, but not limited to,~~ Assists with membership sales, daily pass sales, program registration, ~~check-in procedures, Rascal Room appointment log,~~ rental inquires, facility bookings, and comment and suggestion reports.

Oversees Marketing Coordinator and develops annual plan, budget and timelines for advertising.

Responsible for all website and social media updates.

Reviews, approves and invoices facility rental requests including appropriate facility use and staffing coverage.

Assists with finance and payroll duties in absence of Superintendent, including daily cash balancing and deposits.

Coordinates and implements community wide wellness programming and serves as main contact for partnership contracts and budgets.

Oversees and promotes corporate membership sales and sales to community businesses.

Coordinates and implements membership renewal plans and monthly renewal email reminders, as well as develops automated renewals for any memberships that qualify.



~~Oversees maintenance~~ **Assists with** all guest service databases, including call logs and patron comment and suggestion reports.

Oversees maintenance of **public** records and personnel files for all Medina Community Recreation Center (MCRC) employees **and is public records custodian for MCRC.**

Oversees maintenance of drug test screening for all potential employees of the MCRC. ~~and the Parks and Recreation Departments.~~

~~Prepares and manages staffing budget for front desk and office personnel.~~

Assists the ~~Center Director~~ **Superintendent** with budget preparation and implementation of areas of responsibility.

Prepares monthly reports and statistics for facility access and memberships including budget updates and revenue projections.

~~Prepares, reviews and manages guest services, budget and bi-weekly staffing payroll.~~

Interprets and enforces City and Department policies, procedures, rules and regulations.

Reports details of day-to-day ~~front desk operations~~ **marketing and areas of responsibility** to ~~Center Director~~ **Superintendent**

~~Performs maintenance~~ Serves as **Site Administrator or IT liaison** of MCRC computers, server, networks, **timeclock** and **CLASS membership** software and troubleshoots computer and application problems and upgrades.

Purchases and maintains inventory for ~~front desk sales.~~ **office supplies, copiers and paper.**

Maintains regular and consistent attendance.

Assists with developing and preparing various forms to use for **front desk facility** operations.

Assists fellow employees as required and works closely with fellow staff members and the community in carrying out department goals.

Attends seminars, conferences and workshops to gain knowledge to further upgrade Department programs and day-to-day operations.

Able to perform the physical demands that include but are not limited to having the strength and endurance to walk during long periods of time, along with the ability to spend time standing, bending, stooping, crawling, squatting, lifting, kneeling, reaching throughout the day.

#### **EDUCATION, TRAINING AND EXPERIENCE:**

High school diploma with at least three (3) to five (5) years of increasing responsibility in secretarial or office administration experience preferably in a recreation environment. Experience may include work in private, public or military recreation delivery system. Degree may be applied toward the experience requirement.

**License:**

Valid driver's license issued by the State of Ohio **and must remain insurable under the City of Medina's vehicle insurance plan.**

**Certification:**

Cardiopulmonary Resuscitation/ AED  
First Aid

**QUALIFICATIONS:****Skilled in:**

- ~~Personal computer use;~~ **Computers, programs and membership software, including but not limited to Microsoft Office, Excel, and Word.**
- Guest services and customer relations;
- Personnel supervision, planning and organization;
- Public relations and marketing; and
- Administrative, organizational and internal and external communication skills.

**Ability to:**

- Communicate effectively in writing or orally with co-workers, supervisors and the general public in person or over a telephone or radio;
- Understand and follow complex oral and written instructions;
- Read and write reports, correspondence and instructions;
- Operate motor vehicles safely;
- Learn ~~CLASS~~ Membership Software computerized system;
- Develop and maintain effective working relations with colleagues and the community;
- Provide administrative and professional leadership and direction to Department personnel; and
- Operate standard office equipment including but not limited to, personal computer, fax and copy machines, telephone and printers.

**ENVIRONMENTAL ELEMENTS:**

This position requires the employee to spend part of each working day in the office and throughout the Recreation Center **and Medina City Parks**. The position includes a high incidence of interaction with fellow employees and patrons.

**WORKING CONDITIONS:**

May be required to work outside normal business hours including weekends, evenings and holidays.

**EQUIPMENT USED:**

**ADDITIONAL REQUIREMENTS:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Employee understands that conditions may require the City to modify this Job Description and that the City reserves the right to exercise its discretion to make such changes.

**EMPLOYEE ACKNOWLEDGMENT:** \_\_\_\_\_

**DATE:** \_\_\_\_\_