

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Sports Complex Manager	Job Code: 3229
Date: February 15, 2024	EEO Code: PR
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is professional-level work managing all sports programs, operations, facilities, and staff of a large regional sports complex, and other outdoor and indoor sports facilities.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Director of Parks and Recreation and performs all tasks under very general direction. This work is distinguished by its comprehensive oversight of the daily operations and programs and its supervisory responsibility of Epic Sports Park.

ESSENTIAL DUTIES: Oversee, direct, and manage varied administrative program functions, schedules, maintenance, activities, concessions, and employees of Epic Sports Park and other sports facilities; evaluate cost effectiveness of all facility sports and events programs; gather data and develop projections; assess and identify sports program successes and deficiencies to make needed changes for successful operations; develop and implement program goals; maintain facility master schedules and manage daily logistical team and staff needs; ensure adequate staff coverage and timely schedules for all programs; develop, administer, and monitor budgets, including overseeing purchases, expenditures, and variances; forecast and generate tournament and facility rental revenue; implement marketing strategies for sports park programs and camps; negotiate and manage rental contracts; collect fee payments; partner with Utah Valley Visitors Bureau, Utah Sports Commission, and other external marketing teams and regional facility managers; promote local community relationships; plan and coordinate tournaments and special events; negotiate with vendors for sites, facilities, guest needs, and other requests; develop and oversee safety and security-related procedures for guests, employees and facilities; control equipment and supplies; establish appropriate accounting procedures for receiving and handling revenue; ensure positive customer service experience for patrons; resolve customer concerns and participant disputes; ensure overall compliance with applicable State, Federal, and local laws and regulations; ensure appropriate program documentation; prepare and present varied records, statistical reports, and administrative summaries on program activities and performance; develop and maintain cooperative internal and external relationships; oversee sports park operations including monitoring play surface condition; assess facility needs of turfgrass fields, sport courts, equipment; arrange for maintenance, repairs, and improvements; oversee contractors and ensure performance.

Supervise, plan, and coordinate work of assigned employees; ensure accurate and efficient work completion; make staffing decisions including recruiting, hiring, firing, and reassignments; identify, evaluate, and resolve employee concerns; conduct performance reviews and provide guidance to assigned staff; counsel, discipline, and/or terminate employees as required; oversee recruitment, training, and development of assigned staff; ensure staff compliance with City and department personnel policies, procedures, rules, and regulations; establish, monitor, and authorize employee work schedules, time-off, and leave requests; oversee records, filing systems, and records maintenance; review all reports, logs, work records and documentation; develop and manage safety programs and risk issues; implement policy changes; examine workflow and revise processes to improve efficiency as needed; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Recreation or Sports Management, Public Administration, or related field and 4 years of experience in recreation program management or closely related field **OR** an equivalent combination of education, training, and/or experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certification(s): A valid, lawful Driver License is required. Must obtain Sports Field Manager Association (SFMA) Certified Sports Field Manager within 3 years of hire date.

SELECTION FACTORS: *Knowledge of:* laws, codes, rules, and regulations governing the position; recreation facility/program management principles and practices; turfgrass and synthetic turf maintenance processes and techniques; horticultural principles and practices; municipal government operations; modern supervisory techniques; basic English composition, spelling, and grammar; budget preparation, control, and management; basic accounting and revenue handling; marketing and sales; operations, functions, and terminology of the work. *Skill in:* firmly and tactfully dealing with stressful situations and respecting individual rights; attention to details; preparing clear, concise, and informative reports and presentations to boards, City administration, local groups, and the public; finding solutions to employee issues; coaching and mentoring employees. *Ability to:* behave ethically and continually demonstrate high moral character; safely drive motor vehicles; organize sports park-related programs, classes, and special events; organize leagues, tournament metrics, game schedules, and brackets; determine value and cost effectiveness of activities and programs; detect potential and real dangers and take proper courses of action; quickly and accurately perform work; exercise independent judgement; maintain a high level of discipline and morale among assigned staff; communicate effectively both verbally and in writing; deal with the public in a pleasant, courteous, and calm manner in all circumstances; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, patrons, and the general public; represent the City regarding recreational sports administration; demonstrate a high level of commitment to principles of customer service.

TOOLS AND EQUIPMENT USED: Computer, basic office machines, job-related and department software, telephone, safety clothing and equipment, turf maintenance equipment, mowing and edging machines, sports-related equipment, and motorized vehicles.

PHYSICAL DEMANDS: Requires sitting at a computer desk for long periods while maintaining concentrated attention to details, occasional lifting of heavy objects and boxes (30+ lbs.), walking on sports fields, digging, and working on rough or uneven surfaces.

ENVIRONMENTAL FACTORS: Office and outdoor work with some exposure to adverse weather, slick surfaces, hazardous chemicals, loud noises, and large crowds. May operate maintenance equipment. Requires occasional exposure to high stress situations or environments, including contact with the public and/or employees in confrontational or uncomfortable circumstances.



 Department Director

2/15/24

 Date



 Mayor/Chief Administrative Officer

2/15/24

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Classification specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This classification specification supersedes earlier versions.