

SPORTSPLEX OPERATIONS SUPERVISOR (PART-TIME)

Pulaski County

Department: Parks & Recreation

Supervision Exercised: Provides direct operational supervision of evening and weekend facility activities within the Pulaski County Sportsplex. Coordinates and directs on-duty facility staff, contracted personnel, event support staff, officials, instructors, and volunteers as assigned during evenings, weekends, tournaments, rentals, and special events. Provides leadership during daily operations, ensures policy compliance, coordinates facility readiness, and serves as the primary management representative during assigned shifts.

Supervision Received: Assistant Director of Parks & Recreation

Works under the general supervision of the Assistant Director of Parks & Recreation and receives administrative oversight from the Director of Parks & Recreation. Work is performed in accordance with established departmental policies, operational procedures, facility standards, safety protocols, and County regulations and is evaluated through operational effectiveness, facility readiness, customer service, incident management, and successful execution of programs and events. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Part-Time

Age Requirement: Individual must be at least 18 years of age

REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS: Drug & Alcohol Testing, Background Screening, Current Driver's License, & Driving Record Required

Alternate Essential OR Essential Employee: No

Residency Requirements: Not required

Work Hours: This position primarily works evenings, weekends, holidays, and other peak operating periods. Schedule flexibility is required based upon facility operations, athletic leagues, tournaments, rentals, community programs, and special events.

Benefits Eligible: No

Leave Time Eligible: Yes

ESSENTIAL FUNCTIONS: Serves as the Supervisor on Duty during assigned shifts, ensuring the safe, efficient, and effective operation of the Sportsplex. Oversees daily facility operations, including programs, leagues, tournaments, rentals, memberships, and special events to ensure quality customer service and operational excellence. Monitors facility conditions by conducting routine inspections to ensure the Sportsplex remains safe, clean, secure, and operational. Coordinates facility readiness, including opening and closing procedures, activity space setup, equipment readiness, and turnover between scheduled events. Serves as the primary management contact for customer concerns, resolves conflicts, and consistently enforces facility policies and the code of conduct. Responds to emergencies,

PARKS & RECREATION – OPERATIONS SUPERVISOR - PT

accidents, incidents, and facility issues, implementing established emergency procedures and completing required documentation. Collaborates with staff, contractors, officials, and event personnel to ensure successful facility operations and event execution. Identifies and reports maintenance needs, safety hazards, and operational concerns, communicating significant issues to department leadership. Completes required operational, incident, and shift reports and performs other related duties as assigned. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work. Regular attendance during evening and weekends is an essential function of this position.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be allowed enabling an individual with disabilities to perform the essential functions.

RESPONSIBILITIES:

Facility Operations

- Serve as the Supervisor on Duty during assigned evenings, weekends, holidays, and special events
- Maintains a visible presence throughout the Sportsplex by conducting regular facility rounds
- Ensures the facility remains safe, clean, welcoming, and fully operational during assigned shifts
- Monitors daily operations to ensure programs, practices, rentals, leagues, tournaments, and memberships operate smoothly
- Coordinates the opening and closing of the facility in accordance with departmental procedures
- Ensures facility policies and code of conduct are consistently enforced
- Communicates operational concerns and shift updates to department leadership

Customer Service & Conflict Resolution

- Serves as the primary management contact for member, guest, participant, and spectator concerns during assigned shifts
- Responds to and resolves customer complaints in a professional and timely manner
- De-escalates conflicts involving participants, spectators, coaches, officials, and guests
- Exercises sound judgment when enforcing facility rules and policies
- Provides exceptional customer service while promoting a welcoming and family-friendly environment

Event & Facility Coordination

- Oversees facility operations during leagues, tournaments, rentals, programs, and special events
- Ensures courts, turf fields, meeting rooms, classrooms, and other reserved spaces are prepared before scheduled activities

PARKS & RECREATION – OPERATIONS SUPERVISOR - PT

- Coordinates efficient turnover of activity spaces between reservations and events
- Monitors event schedules to minimize delays and operational conflicts
- Works collaboratively with Guest Services, custodial, maintenance, instructors, officials, and event staff to ensure successful operations
- Assists with crowd management and spectator flow during large events

Safety & Emergency Response

- Responds to accidents, injuries, medical emergencies, disruptive behavior, and facility incidents
- Initiates emergency procedures in accordance with departmental policies
- Completes accident, incident, and facility reports accurately and promptly
- Reports maintenance concerns requiring immediate attention

Facility Readiness

- Inspects activity areas, locker rooms, fitness spaces, playground, walking track, common areas, and public spaces throughout each shift
- Verifies equipment is properly set up before activities and returned after use
- Ensures facility cleanliness and appearance standards are maintained
- Reports damaged equipment or facility deficiencies

Administrative Responsibilities

- Completes daily shift reports documenting facility operations, incidents, customer concerns, and operational issues
- Maintains communication with department leadership regarding significant events or facility concerns
- Assists with documenting operational issues and recommending improvements to facility operations.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge

- Knowledge of recreation, sports facility, or public facility operations and customer service principles
- Knowledge of safety practices, emergency response procedures, and risk management in a public facility
- Knowledge of event operations, facility scheduling, and operational logistics
- Knowledge of applicable policies, procedures, and regulations governing public recreation facilities
- Knowledge of basic report preparation and recordkeeping practices

Skills

- Excellent customer service and interpersonal communication skills
- Effective verbal and written communication skills

PARKS & RECREATION – OPERATIONS SUPERVISOR - PT

- Multitask while maintaining accuracy and attention to detail
- Conflict resolution and de-escalation skills
- Organizational and time management skills with the ability to prioritize multiple tasks
- Exercise problem-solving and decision-making skills in a fast-paced environment
- Proficiency in Microsoft Office applications and the ability to learn facility management software

Abilities

- Ability to supervise and coordinate facility operations independently during assigned shifts
- Ability to exercise sound judgment and make decisions in emergency and high-pressure situations
- Ability to establish and maintain effective working relationships with employees, patrons, contractors, officials, and community partners
- Ability to enforce facility rules, policies, and procedures fairly and consistently
- Ability to communicate effectively with diverse populations while maintaining a professional and customer-focused demeanor
- Ability to work independently and as part of a team
- Ability to maintain confidentiality of member, guest, and County information
- Ability to identify operational issues and recommend appropriate solutions
- Ability to prepare accurate reports and maintain operational records
- Ability to work evenings, weekends, holidays, and special events as assigned
- Ability to promote facility programs, memberships, and services in a positive and engaging manner

ADA REQUIREMENTS: Ability to stand, walk, and move throughout the facility for extended periods. Ability to occasionally lift, carry, push, and pull up to 30 pounds. Ability to bend, stoop, kneel, reach, and climb stairs as needed. Ability to operate a computer, telephone, and other standard office equipment. Ability to communicate effectively and respond appropriately in emergency situations. Work is performed in indoor and outdoor recreation facility environments with frequent interaction with the public. Position requires working evenings, weekends, holidays, and special events as assigned. May be exposed to varying noise levels, weather conditions, and other conditions typical of recreation and event facilities.

EDUCATION AND EXPERIENCE:

- High school diploma or GED required
- Associate's degree in Recreation, Sports Management, Business Administration, Public Administration, or a related field required
- Bachelor's Degree preferred but not required
- Two (2) years of progressively responsible experience in recreation, sports facility, event, hospitality, customer service, or facility operations, including experience coordinating daily operations and resolving customer concerns

PARKS & RECREATION – OPERATIONS SUPERVISOR - PT

- Supervisory or lead worker experience preferred
- An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Participates in conferences, workshops, webinars, and other opportunities to maintain current awareness of County trends and for educational growth
- Employees are required to complete and maintain all mandatory safety and compliance training in accordance with company policy and applicable State & Federal regulations
- Works with staff to discuss and resolve problems and provide ideas for improvement and efficiency within the department or the County
- Develops and sets own personal goals for acquiring new skills and job growth

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **without accommodation.**

OR

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **with accommodation(s).**

PARKS & RECREATION – OPERATIONS SUPERVISOR - PT

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date