

EAST BAY REGIONAL PARK DISTRICT

RESERVATIONS SUPERVISOR

GENERAL FUNCTION

Under general direction, supervises the District's facility reservations and program registrations unit, coordinates and administers the permit process for outside special events, interactive play equipment use in the parks, and vehicle access to picnic sites. Develops and administers policies and procedures to improve the public's awareness of recreational and interpretive programs, public use and knowledge of available park facilities and features.

ESSENTIAL FUNCTIONS

The essential functions of this position include, but are not limited to:

Supervises regular and temporary staff; interviews and hires staff; schedules staff to handle anticipated call volumes; trains staff on software and upgrades; establishes and communicates goals and operational standards for public service for the unit; evaluates the unit's customer service performance levels by monitoring response times and customer complaints; prepares performance appraisal reports. Coordinates with IS Department and consultants on computer system administration for reservations and registrations systems, including recommending purchase of new systems and resolving system problems; manages reservable facility and program registration inventory and system log files. Monitors annual budget. Administers permit process, negotiates and approves outside special events, and establishes standards and guidelines for various types of special events; authorizes interactive play equipment and vehicle access permits. A review, researches, analyzes, and recommends changes to District policies and procedures for facility reservations and program registrations. Liaison for the unit with all District departments, as well as, with outside agencies and the public; maintain a good working relationship with Board members, software vendors, special event promoters, and other public agencies.

OTHER FUNCTIONS

Sets up and updates computer system fee tables for changes and additions; analyzes statistics for reports to upper management and the Board of Directors; presents special event plan details to the Board of Directors as necessary; ensures adequate insurance coverage is provided for special events, interactive play equipment and vehicle access permits; writes insurance policies and works closely with insurance underwriter; responds to customer complaints; manages credit card authorization system; authorizes refunds; reviews and proofs Regional in Nature Activities Guide for correct program information; and other related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree in Public Administration or Business Administration; and

Experience: Five years of recent full-time paid professional level administrative experience, three of which must have been in a supervisory position

OR AN EQUIVALENT COMBINATION OF EDUCATION AND EXPERIENCE

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of customer service principles; administrative knowledge, including budgeting, personnel and organizational principles and practices. Good organizational skills. Possess sound and good judgement; leadership skills. Familiarity with risk management concepts. Ability to work independently while understanding and applying District and departmental policies; knowledge of park use trends. Ability to supervise, train, develop and motivate subordinate staff. Ability to communicate well orally and in writing. Skill in system administration of a variety of computer software programs, specifically

knowledge of computer operating systems and financial reporting systems. Ability to establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, with a focus on quality service to internal and external customers.

SPECIAL CONDITIONS OF EMPLOYMENT

A valid California driver's license is a condition of initial and continued employment in this classification.

REPORTS TO: Recreation Services Manager

Employment Category: AFSCME, effective March 25, 2000, Salary Range \$4,406.69 - \$4,829.60
Approved by Board and General Manager: February 20, 2001, Resolution No. 2001B2-39