



Recreation Center Manager

Community Services Department

Grade: 19
FLSA: Exempt

JOB SUMMARY

Under the general direction of the Community Services Director, the Recreation Center Manager assists in planning, directing, managing, and overseeing operations and programming of the Pella Indoor Recreation & Aquatics Center. The Recreation Center Manager supports day-to-day facility operations, supervises assigned staff and programs, and promotes effective working relationships within the department and with other departments and community partners.

MAJOR DUTIES

- Oversee day-to-day operations and programming of the Pella Indoor Recreation & Aquatics Center to include:
 - Implement operational goals and objectives.
 - Develop and implement facility policies and procedures.
 - Coordinate, support, and promote programs and services.
 - Assist with preparing and administering assigned operational budgets, process accounts payable.
 - Monitor and coordinate/source staffing, equipment, materials, and supply needs for the facility.
 - Identify opportunities and recommend changes to improve operational efficiency and customer service.
- Develop and administer programs for the Pella Indoor Recreation & Aquatics Center and athletic complexes.
- Assist with marketing of the Pella Indoor Recreation & Aquatics Center and athletic complexes.
- Supervise, train, schedule, motivate, and evaluate assigned personnel in accordance with City policies.
- Ensure assigned personnel comply with all City policies, procedures, and safety standards.
- Provide input on hiring, discipline, and termination decisions.
- Collaborate with the Community Services Director and other staff to identify and resolve operational issues.
- Investigate and assist in resolving complaints related to facility programs, services, and operations.
- Assist with management of Recreation Center communication channels, including social media, email, and other digital or print communications, as directed.
- Assist with administration of facility rentals, user agreements, and program-specific partnerships.
- Plan and direct local and regional tournaments at the Pella Indoor Recreation Center and Pella Sports Park.
- Perform other duties and responsibilities as assigned.

SUPERVISORY CONTROLS

The Community Services Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include federal, state, county, and local policies, laws and regulations. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

The work consists of varied management, administrative, and supervisory duties. The variety of tasks to be managed and necessity of working in the presence of the public contributes to the complexity. The purpose of this position is to manage and oversee facility programs and services. Successful performance contributes to the efficiency and effectiveness of department operations and to an improved quality of life for residents and visitors.

CONTACTS

Contacts are typically with coworkers, contractors, vendors, business owners, community groups, volunteers, representatives of other agencies, civic groups, and the general public. Contacts are typically to exchange information, resolve problems, provide services, and motivate or influence persons.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The work is typically performed while intermittently sitting, standing, walking, driving, bending, crouching, or stooping, grasping, feeling, talking, hearing, seeing and repetitive motions. The employee frequently lifts light and occasionally heavy objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell. The employee must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

The work is typically performed inside and/or outside and includes being exposed to extreme heat/cold, noise, vibration, mechanical hazards, chemical hazards, oils, confined spaces, and darkness or poor lighting conditions, isolation.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over the following positions: Front Desk and Administrative Support Staff, Fitness and Wellness Instructors; and custodial positions.

MINIMUM QUALIFICATIONS OF SKILLS, KNOWLEDGE, EXPERIENCE

- Bachelor's degree from an accredited college or university with major coursework in recreation management preferred.
- Demonstrated experience in recreation center operations and programming is required, including the development, coordination, and oversight of leagues, tournaments, and special events.
- Two years of experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems.
- Equivalent combinations of education and experience will also be considered.
- Experience supervising the work of others.
- Skill in effective oral and written communication.
- Possession of, or ability to obtain, valid Iowa Driver's License within one year of hire.
- Pre-employment drug testing required.
- Residency required within the Pella Community School District.

Position last reviewed/updated April 21, 2026