

HANCOCK PARK DISTRICT JOB DESCRIPTION

Administrative Operations Manager

POSITION TITLE: Administrative Operations Manager
CLASSIFICATION: Grade 3 – Full-Time/Nonexempt
SUPERVISOR: Business Manager

RESPONSIBILITIES

The Hancock Park District Administrative Operations Manager is responsible for developing and implementing a Marketing Plan, administering the website, administering the Volunteer in the Parks program, and providing customer service, administrative and general office support, and front office management. The administrative operations manager also serves as the back up to the business manager, which requires the administrative operations manager to handle certain essential duties of that position, including but not limited to pay-ins, purchase orders, and payroll. Cross-training to some extent and coordinating work and vacation schedules to ensure that the business manager or the administrative operations manager is covering the office during business hours are necessary.

ESSENTIAL DUTIES

1. Be at work on time, greet customers, answer the telephone, check email messages that were sent to hpdparks@hancockparks.com, and respond to emails, telephone messages, Facebook messages, and questions and comments via website requests.
2. Handle program registrations and facility reservations while using Sportsman program registration and facility reservation software (Sportsman) and send email reminders to people who have rented Brugeman Lodge and the Activity Barn to pick up the keys. Disseminate promotional material, and administer special permits for the use of tents, bounce houses, and other activities.
3. Check the Internet Till on Sportsman. If there is activity in the Internet Till, proceed to Point & Pay and print the report. Put the two sheets together and file them accordingly.
4. Check the Internet Till for reservations received online (print and file the information accordingly). Email the key reminder and the contract to people who have rented Brugeman Lodge and the Activity Barn.
5. Process the mail, put mail in office mailboxes, and make two copies of invoices and give them to the business manager.
6. File documents, maintain the front office in a clean and organized fashion, and manage the postage meter by updating and adding postage.
7. Update and display state and federal posters. Update and distribute the list of employees along with contact information (telephone numbers and email addresses), anniversaries, and birthdays.

8. Handle the inventory of office supplies, order office supplies (check with employees periodically to see if they need anything), place all orders involving Amazon and Quill, and enter purchase orders in Munis Financial Management (Munis) software database and QuickBooks accounting software (QuickBooks).
9. Print the Sheriff Report (i.e., the Facility Reservations by Date report) from Sportsman, scan it, and email it to the director, park operations manager, park managers, Hancock County Sheriff's Office, and the Findlay Police Department. On Mondays, send the report through the following Sunday and then send it daily to the same email group. On Fridays, include reports for Friday, Saturday, and Sunday (and Monday if it is a holiday).
10. Provide administrative support by proofreading, preparing business correspondence, copying documents, preparing reports, and providing administrative support in general to the director, business manager, park operations manager, program manager, program specialists, park managers, natural resource manager, and other staff as needed.
11. Prepare monthly reservation reports and shelter postings and distribute them to park managers and send new shelter postings to park managers if reservations are made after the monthly reservation sheets have been sent. Serve as the direct contact for the cleaning company (inform them when new facility reservations have been made and act as the general contact regarding issues that occur).
12. Develop an annual budget request according to budget development and implementation guidelines, timelines, and instructions. Monitor spending and manage expenditures in accordance with the approved budget.
13. Research grant opportunities, write and submit grant applications, and manage the grant application process related to areas of responsibility.
14. Handle new vehicle registrations and license plate transfers, keep the vehicle inventory spreadsheet up to date, and ensure that all company vehicles have valid insurance cards.
15. Oversee and administer the Public Employment Risk Reduction Program (PERRP) recordkeeping and annual reporting requirements and the State Employment Relation Board (SERB) annual reporting requirements.
16. Assist the business manager with the advertisement of vacant positions by posting information on social media, the website, with the Chamber of Commerce, and at school sites, participate in interviews by taking and typing notes as directed or as needed, and print and file employment applications.
17. Manage and maintain a dynamic, informative, and user-friendly website presence and ensure the effectiveness of the website. Serve as the website administrator.

18. Print and distribute Board meeting agenda packets for the Hancock Park District Board of Park Commissioners (monthly) and the Hancock Parks Foundation Board of Trustees (bimonthly). Complete the monthly Programs & Activities Update and add it to the Hancock Park District Board of Park Commissioners meeting agenda packet.
19. Develop and implement a comprehensive Marketing Plan, including but not limited to social media platforms, Visit Findlay, Chamber of Commerce, and radio stations that are aimed at maximizing community and county-wide awareness about the Hancock Park District and its services, visitation throughout the Hancock Park System, and participation in programs and special events.
20. Create Facebook events and invite people who have liked a post on the Hancock Park District's Facebook page to follow us.
21. Enter all programs on the website calendar, design a Printable Program List (a PDF with monthly program descriptions), and create park event calendars. Ensure that all events are showing up correctly on the Visit Findlay website (information pulls automatically from the Hancock Park District's website).
22. Update the Park News section on the website homepage with information about programs, special events, services, park improvement projects, and news releases.
23. Create radio advertisements (paid programming), engage in target marketing based on certain program criteria, manage bulletin boards and message centers, and prepare exhibits and booth displays.
24. Work with the director and other employees to gather information about parks and trails, manage the outsourcing of map and brochure design and development, and work with professional graphic designers and company representatives.
25. Author and distribute news releases, which are created in the form of a PDF, post them on the website, and send them to people who request program information.
26. Administer the Volunteer in the Parks program. Recruit volunteers, communicate to volunteers, match volunteers to projects and programs, coordinate with employees, and recognize volunteers. Track hours, maintain the database, and coordinate interviews, background checks, training, schedules, and reminders as needed.
27. Chart and monitor contracts and maintain the 501 (c)(3) notebook for entities that are eligible for nonprofit rental rates.
28. Serve as the back up to the business manager, including but not limited to payroll and overall accounting.

29. Assist the business manager with pay-ins (e.g., revenue from facility rentals, program fees, cross-country ski and snowshoe rentals, and grants/donations) and payment entry reports, and the remittance of them both to the Hancock County Treasurer's Office.
30. Assist the business manager by handling cash and check transactions that come through the door (i.e., not online) by making deposits and recording the transactions in QuickBooks, Cashbook, and Munis. Take the initiative to handle purchase orders as they are requested and enter purchase orders.
31. Assist the business manager by assembling purchase orders and invoices, preparing invoice entry reports, and submitting them to the Hancock County Auditor's Office for payment. Record invoice payments in QuickBooks.
32. Assist the business manager with Gift Registry Receipts by completing the forms, forwarding the forms to the director (who will send a note to the donor), preparing deposits and taking them to the bank, and writing checks on behalf of the Hancock Parks Foundation Treasurer. Two authorized signatures are required on the checks.
33. Manage petty cash and reconcile weekly cash receipts, prepare pay-ins, and provide the correct amount of start-up money for the Raccoon Run Winter Sports Center (i.e., cross-country ski and snowshoe rentals).
34. Manage the public records policy and schedule for records retention. Dispose of government documents.
35. Submit quarterly and annual reports via the Ohio Bureau of Workers' Compensation website for the Public Employment Risk Reduction Program (PERRP) regarding work related injuries and illnesses and distribute copies of the quarterly reports.
36. Prepare and distribute the Hancock Park District's Annual Report.
37. Oversee and administer the Hancock Park District's Photography Contest, assist the Hancock Park District Natural Resource Manager with the Hunting with Permission Game Management Program lottery (email hunting rules and guidelines and waivers to hunters, receive and file hunting licenses and signed waivers, and email permits to hunters), and serve as the secondary contact for the management of the Old Mill Stream Scenic Byway. The director is the primary contact.
38. Comply with and manage the Hancock Park District's public relations, marketing, and volunteer management standards per the Commission for Accreditation and Recreation Agencies (CAPRA). Relevant standards are subject to change as CAPRA standards are revisited and updated.
39. Serve as a member of the Management Team, which requires involvement with a wide range of Hancock Park District issues and topics.

*Essential duties are not to be construed as all-inclusive.
Other duties may be required and assigned.*

QUALIFICATIONS

The Hancock Park District Administrative Operations Manager should have a Bachelor of Science degree in marketing, communication, business administration, finance, accounting, office management, or a closely related field plus at least two years of relevant experience or have any combination of education and experience that provides the required knowledge, skills, and abilities necessary to fulfill the responsibilities and essential duties of the position.

The ability to operate proficiently with Microsoft Office Suite software – especially Word and Excel spreadsheets, communicate in a clear and professional manner both orally and in writing, demonstrate high professional standards, exercise a progressive administrative mindset, be proficient with typing, spelling, punctuation, grammar, and math, be detail oriented, exhibit strong organizational and interpersonal skills, possess a strong work ethic, be discreet, work well independently and as part of a team, be willing to accept new challenges, technologies, and opportunities, and excel in the areas of initiative, quality, dependability, and cooperation is expected.

The ability to administer the website and operate Munis Financial Management software and QuickBooks accounting software or be willing and able to learn is also expected. The ability to operate desktop publishing and graphic design software is desirable.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

Work regularly occurs in a quiet office environment and occasionally in the field where noise level is moderate, weather conditions vary from normal to extreme, and environmental conditions vary from developed to primitive. Work also requires the ability to exert light physical effort, which may involve the lifting, carrying, pushing, and pulling of objects and materials.

EMPLOYEE ACKNOWLEDGEMENT

I have read the Hancock Park District Administrative Operations Manager Job Description. I am aware of the expectations. I understand the responsibilities and essential duties of my position.

Name (please print)

Signature

Date