Job Description

Job Summary:
The purpose of this position is to assist the Pickleball Manager in overseeing high-quality pickleball programming and facility operations for the Southlake Pickleball Complex by maintaining the pickleball courts and equipment and ensuring the safety and enjoyment of all participants. This is accomplished by helping develop, plan, promote, implement, and supervise all aspects of pickleball operations, including interacting with citizens, city officials, employees, vendors, contract instructors, and the general public; and managing assigned part-time pickleball staff. Other duties include performing administrative and technical tasks, helping to develop new programming, managing expenditures, teaching and running on-site pickleball programming, and working the front desk as needed.

Essential Functions:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

Demonstrates technical excellence and ensures implementation of program goals in conformance with established strategies and organizational expectations.

People Management: Supervises assigned personnel and volunteers by directing, instructing, reviewing, and evaluating work activities in the absence of the Pickleball Manager. Recognizes employees for doing good work and reviews work for quality. Makes recommendations/decisions regarding hiring, disciplining, terminating, and other personnel actions.

High-Quality Programming: Coordinates, plans, promotes, implements, leads, and teaches day-to-day aspects of pickleball programming, including, but not limited to, beginner classes, open play, clinics, programs, and tournaments. Monitors programming for quality and ensures quality standards are met. Evaluates program effectiveness and make recommendations for changes. Meets established key accountability indicator targets on the departmental scorecard. Monitors and identifies pickleball trends and community needs.

Contract Instructors: Assists with acquiring contract instructors and provides day-to-day oversight.

Safety: Ensures the overall safety, health, and welfare of all individuals participating in pickleball programming and using the pickleball facilities and services of the City. Ensures subordinate staff's safety and all safety policies and procedures are followed.

Communication and Marketing Support: Prepares articles and content for reports, newsletters, and other communication avenues for both internal and external use.

Attention to Detail: Performs tasks with care and is thorough. Checks work to ensure accuracy and completeness. Compares the final work product to what is expected to find inconsistencies or errors. Remains aware and takes care of details that are easy to overlook or dismiss as insignificant.
Safeguards the public’s trust.

**Financial Stewardship:** Researches and monitors budgets as assigned, ensures expenditures are in accordance with city-established financial principles, and ensures adherence to effective internal controls. Actively seeks ways to reduce costs and improve efficiency. Develops partnerships to reduce the cost of service and improve service delivery. Provides high-quality services using sustainable business practices. Understands the true costs of services and programs provided.

Institutes and maintains a customer-centric work environment that provides customer and community engagement.

**Customer Focus:** Exhibits a commitment to delighting customers by providing an exceptional customer experience. Understands and applies the principles of quality customer service by responding promptly to customer needs and requests. Seeks to understand customers’ circumstances, problems, expectations, and needs. Answers phone calls, emails, letters, and addresses visitors in a professional, helpful manner by providing accurate and informative information with the ability to resolve problems or refer inquiries to the correct contact. Responds to and resolves complex and sensitive questions and complaints from internal and external customers. Communicates and maintains relationships with other city departments, outside agencies, and professional organizations.

**Interpersonal Relationships:** Develops and maintains cooperative and professional relationships with employees and all levels of management, including representatives from other departments and organizations. Handles all interactions with poise, tact, diplomacy, and in a confidential manner.

Work product models established corporate culture in conformance with City values.

**The Southlake Way:** Provides world-class customer service by anticipating needs, being warm and sincere, listening with empathy, relentlessly pursuing solutions, owning the experience, and making the moment memorable with each customer. Greets customers, answers the telephone and assists the general public. Provides information on departmental and City policies and procedures. Transfers and directs inquiries to the appropriate individual or department.

**Accountability:** Follows instructions and responds to management direction, takes responsibility for own actions, keeps commitments, and completes tasks on time or notifies the appropriate person with an alternate plan.

**Integrity:** Treats people with respect, inspires the trust of others, works ethically and with integrity, and upholds organizational values.

**Innovation:** Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, and develops innovative approaches and ideas.

**Commitment to Excellence:** Looks for ways to improve and promote quality, demonstrates accuracy and thoroughness, applies feedback to improve performance, and monitors own work to ensure quality.

**Teamwork:** Balances team and individual responsibilities, exhibits objectivity and openness to others’ views, gives and welcomes feedback, contributes to building a positive team spirit, puts team success above own interests, and supports everyone’s efforts to succeed.

Performs other duties as assigned.

**Minimum Qualifications:**

**Formal Education:** Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with advanced study or training past the high school...
equivalency. College, vocational, business, technical, or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training up to and including a two-year associate’s degree.

**Experience:** Up to **two years** of relevant experience

**Supervision:** Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work of employees, volunteers, interns, or temporary staff.

**Human Collaboration Skills:** Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

**Freedom to Act:** Receives General Direction – The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically. Receives and processes large amounts of money. May monitor budget and bring problems to the attention of a supervisor.

**Technical Skills:** Advanced – Work requires a comprehensive, practical knowledge of a technical field with analytical judgment and decision-making abilities appropriate to the organization’s work environment.

**Reading Skills:** Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

**Math Skills:** Intermediate – Ability to deal with a system of real numbers; practical application of fractions, percentages, ratios/proportions, and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

**Writing Skills:** Intermediate – Ability to write reports and prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

**Certificates & Other Requirements:**
- Possession of, or ability to obtain, a valid Texas Driver’s License.
- Possession of, or ability to obtain, American Red Cross CPR Certification.
- Possession of, or ability to obtain, American Red Cross First Aid and AED Certification.
- Certified Park and Recreation Professional (CPRP) is preferred.
- Must be able to report to work in person; this is not a remote position.
- Early morning, evening, weekend, and holiday work is required.

### OVERALL PHYSICAL STRENGTH DEMANDS:

Light: Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly.
Requires walking or standing to a significant degree.

<table>
<thead>
<tr>
<th>C - Continuously</th>
<th>F - Frequently</th>
<th>O - Occasionally</th>
<th>R - Rarely</th>
<th>N - Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/3 or more of the time.</td>
<td>From 1/3 to 2/3 of the time.</td>
<td>Up to 1/3 of the time.</td>
<td>Less than 1 hour per week.</td>
<td>Never occurs.</td>
</tr>
</tbody>
</table>

**-Physical Demand-**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Frequency</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td>F</td>
<td>Observing work site, observing work duties, communicating with coworkers.</td>
</tr>
<tr>
<td>Sitting</td>
<td>F</td>
<td>Desk work, meetings, driving.</td>
</tr>
<tr>
<td>Walking</td>
<td>F</td>
<td>To other departments/offices/office equipment around the work site.</td>
</tr>
<tr>
<td>Lifting</td>
<td>O</td>
<td>Supplies, equipment.</td>
</tr>
<tr>
<td>Carrying</td>
<td>O</td>
<td>Supplies, equipment.</td>
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</tbody>
</table>
Pushing/Pulling | F | File drawers, equipment, tables, and chairs.
Reaching | F | For supplies, for files.
Handling | C | Paperwork, monies.
Fine Dexterity | F | Computer keyboard, telephone pad, calculator.
Kneeling | R | Retrieving items from lower shelves/ground, assisting on pickleball court.
Crouching | R | Retrieving items from lower shelves/ground, assisting on pickleball court.
Bending | R | Retrieving items from lower shelves/ground, assisting on pickleball court.
Twisting | F | Getting inside the vehicle, assisting on pickleball court.
Climbing | F | Stairs, ladders.
Balancing | R | On ladders.
Vision | C | Reading, computer screen, driving, observing work site.
Hearing | C | Communicating with co-workers and the public and on telephone, listening to equipment, outside on the pickleball court.
Talking | C | Communicating with co-workers and the public and on the telephone.
Foot Controls | O | Driving.

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer, printer, and related software; telephone, copier, postage machine, folding machine, vehicle, generator, sound equipment, and tents. Recreation and pickleball equipment and materials, such as nets, balls, paddles, etc.

PRIMARY WORK LOCATION AND WORKING CONDITIONS:

Primary work location is a pickleball facility, office environment, and outdoors for pickleball programs and special events. Working conditions include occasional exposure to unpleasant environmental conditions and/or hazards. Physical effort is required during pickleball programming.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have received a copy of my job description and will direct any questions to my supervisor or Human Resources.

_____________________________     ______________________________    ___________
Printed Name                     Signature                          Date