



OPERATIONS SUPERVISOR

Reports to: General Manager
Classification: Exempt
Date Prepared:

Job Summary/Definition:

Under general supervision of the General Manager, performs accounting and fiscal support, payroll, employee benefits, customer service, reservation systems, and assists other staff with preparation and implementation of related programs and services. Assists the General Manager as required and performs other duties as required.

Essential Functions:

1. Maintains accurate records of revenues and expenditures and compiles related reports, including revenue reports, salary/wage reports, expense reports, and cash balance reports. Responsible for accounting of all monies received by the District.
2. Maintains accounts payable and receivable records. Reconciles general fund bank account ensuring proper accounting of cash and credit receipts. Deposits funds to County. Resolves outstanding receivables balances. Maintains, distributes, and accounts for petty cash.
3. Processes payroll and maintains all personnel records including the maintenance of timesheets, compensation time, overtime, and sick leave and vacation time accrual.
4. Maintains all records for the Board archives. Prepares monthly financial statements and other reports for the Board and staff. Oversees disposal of district records.
5. Prepares and submits all claim forms and invoices for vendor payments and maintains files with claims information. Assures expenses are properly allocated to funds and accounts in accordance with District's budget. Resolves vendor payment issues and credit card disputes.
6. Responsible for the security and maintenance of all personnel records. Manages records for employee onboarding and employee terminations. Processes yearly payroll and benefit updates. Administers employee benefit programs including Workers' Compensation, unemployment insurance, and health and retirement programs.
7. Coordinates facility rentals, including securing liability paperwork, preparing reservation notices, monitoring facility maintenance, and updating reservation guidelines.

8. Prepares and approves rental, outside contractor, and service contracts.
9. Responds to inquiries on various district functions and services, provides information to the public as necessary, and registers customers for District programs. Resolves complaints regarding programs, facilities, and staff. Enforces district refund policy.
10. Provides supervision and assistance for aquatics and recreation staff as needed, including conflict resolution, procedural help, and other daily issues.
11. Provides responsible staff assistance to the General Manager. Assists other District staff with the preparation and implementation of programs, special events, services and activities, including updates to reservation system and website, assisting with the preparation of recreation handbooks and district activity guides, managing wait lists, securing and accounting for cash at all district events, and assisting with implementation of new recreation programs and events.
12. Implements special projects as needed to increase efficiency and productivity of the District.

Qualifications Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Knowledge of:

- Principles, practices, and procedures of District office operations and services.
- Payroll, development and report requirements.
- Laws, rules, and regulations regarding maintenance of payroll information, Workers' Compensation and unemployment insurance.
- Facility rental and utilization.
- Development and maintenance of fiscal and accounting records.
- Project coordination and scheduling.
- Purchasing methods and procedures.
- Personal computers and software.

Ability to:

- Plan, organize, manage, and supervise the District office operations and functions.
- Develop and maintain the District payroll.

- Maintain responsibility for Workers' Compensation cases and requirements.
- Oversee facility rental and utilization.
- Use computer hardware and applicable software packages in the performance of office management, payroll, benefit, and insurance functions.
- Develop and maintain effective working relationships with community organizations, the general public, co-workers, business community, other government agencies, and those contacted during the course of work.

Experience:

Four years of increasingly responsible experience in the performance of a variety of office administration, payroll, and fiscal support functions.

Training and Education:

Equivalent to graduation from high school is required, supplemented by certification, coursework or training in areas related to accounting, human resources, risk management, and office administration.

Physical Demands

While performing the duties of this class, the employee is constantly required to sit, and occasionally to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally bends, stoops, lifts, and carries records and documents, frequently weighing less than 20 pounds. Occasionally, the employee may move file boxes weighing up to 50 pounds.

Sensory demands include the ability to see in the normal range, talk, and hear.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks while meeting deadlines; interact with, staff, management, contractors, vendors, and the general public.

Work Environment

The employee frequently works in an office environment with controlled temperature settings. The noise level is moderate, typically below 70 decibels.