

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone: 608-264-9289

2. Class Title (i.e. payroll title):

Recreation Services Coordinator

3. Working Title (if any):

Parks and Street Use Coordinator

4. Name & Class of First-Line Supervisor:

Terrence Thompson, Comp Group 18/12

Work Phone: 608-245-3691

5. Department, Division & Section:

Department of Public Works, Parks Division, Community Services

6. Work Address:

330 E. Lakeside St

7. Hours/Week: 38.75

Start time: 8am End time: 4:30pm

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

-
10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This position aims to help the Parks Division live our Vision of providing an ideal system of parks, natural resources, and recreational opportunities that will enhance the quality of life for everyone through providing exceptional customer service and balancing public for street use and community events in parks and open spaces.

11. Position Summary:

This is responsible administrative and coordinative work overseeing various permitting, including park events, street use, lake access, dog park, disc golf, cross country ski, and shelter and athletic field reservations, the implementation of the City's Street Use Ordinance, and general customer service. As the chair of the Street Use Staff Commission, work focuses on leading the consideration of Street Use Permit applications and facilitating related administrative and operational considerations. Community event coordination work for park and street use focuses on coordinating multi-disciplinary consideration and

decision-making through the orchestrated involvement of representatives from impacted City agencies and providing support to event organizers. Under the general supervision of the Community Services Manager, this work necessitates judgment and discretion in successfully facilitating staff team efforts.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

35% A. **Communication and Coordination**

1. Maintain a culture of exceptional customer service across the work unit, including the Front Desk, Park Reservations and Permitting, and Street Use Permit functions.
2. Develop and maintain positive relationships and partnerships with event sponsors, customers, and park user groups that are activating public spaces.
3. Serve as the liaison to the public, event organizers, other City agencies, and other jurisdictions, regarding community-led and Parks Division-led events and activities.
4. Create and maintain regular communication and positive working relationships with municipal staff, community leaders, business organizations, and government officials.
5. Coordinate activities with Parks sections, and City agencies, and any other jurisdictions that review park and street use permits or are affected by Parks Division events.
6. Communicate approved permit conditions to all necessary staff and stakeholders and gather feedback to ensure all conditions are met and that agreed-upon City services and equipment are provided.
7. Work with Capitol Police regarding Capitol Square street closings.
8. Work with policymakers to develop, implement, monitor, and evaluate the administration of policies and standards for community events.
9. Make sound judgments on unusual situations that may not be clearly articulated through policy.

25% B. **Administrative Tasks**

1. Collect and analyze data on customer satisfaction and make recommendations on relevant issues and strategies to ensure an exceptional customer experience.
2. Perform information gathering and preparation for park reservation permit and street use event permit applications.
3. Coordinate the review, approval, and processing of all Street Use Permit applications, including preparing legislative files.
4. Conducts research and analysis regarding the Park fee schedule, make recommendations for fee adjustments as necessary.
5. Oversee the administrative support of the Board of Park Commissioners, Facilities, Programs, and Fees Subcommittee, Street Use Commission, and Common Council meetings for the Division.
6. Coordinate the review, approval and, processing of all Park Event applications, including referral to and preparing legislative files for the appropriate legislative bodies.
7. Work with other jurisdictions on the development and implementation of any cooperative permit fees.
8. Review and regularly update Park Event and Street Use Permit application materials, instructions, and procedures.
9. Support the operational sections of the Parks Division and other stakeholders by providing information about applications and schedules for permitted activities.
10. Develop and maintain a calendar and database of permitted park and street use events and activities, including all necessary permits.
11. Develop complex reports and make presentations to boards, committees, and commissions.
12. Develop and manage the operating budget and internal operating procedures for the work unit.
13. Oversee team providing division-wide administrative support including, but not limited to, supporting payroll, benefits, impact fees, Parks Management Team, and acquisition and implementation of new technology and software for the division.

25% C. **Personnel Management**

1. Provide leadership and direction for the staff across the work unit, including the Front Desk, Park Reservations and Permitting, and Street Use Permit functions.

2. Lead Street Use Staff Commission and facilitate meetings; prepare and distribute street use applications, notices, agendas, reports, and related materials.
3. Hire, train, supervise, and evaluate full-time and part-time staff.
4. Provide staff performance feedback and make decisions on disciplinary actions and terminations.
5. Oversee new employee onboarding and training, develop staff schedules and work plans, approve employee payroll, and process personnel actions.
6. Resolve sensitive or controversial issues by making decisions inclusive of multiple perspectives.
7. Conduct regular all-staff, 1on1, on-the-spot meetings, and cross-training to ensure clear communication, set expectations, share information, inspire creativity, receive feedback, and include employee voice in the planning, problem-solving, and decision-making processes.
8. Oversee staff responsible for division-wide programming initiatives such as Parks Alive, Volunteer Coordination, etc.

15% **D. Event/Permit Compliance & Management**

1. Ensure that park reservations and special events comply with City rules and ordinances regarding park and street use city-wide.
2. Draft special event resolutions and maintain requirements of pertinent park-related ordinances and the street use ordinance.
3. Administer the Amplification Permit process for performance sites on State Street, update street use permit conditions to reflect changes in City vending and Madison Fire Department ordinances, insurance requirements, Madison Police Department event staffing procedures, parking removal processes, Streets Division and Capitol Ground policies that affect events.
4. Administer, direct, and oversee staff in processing necessary permits and/or agreements for events and recreational programming, including Public Amplification (PA), temporary structure, alcohol, photo shoot, performance sites within Mall Concourse, lake access, dog park, disc golf, cross country ski, and shelter and athletic field reservations.
5. Prepare annual report of the numbers and types of Park and Street Use permits issued.
6. Provide event organizers with resources to notify public of and promote community events.
7. Coordinate the design, publication, and distribution of events calendars, posters, brochures, and public service announcements.
8. Other duties as needed or assigned.

13. Primary knowledge, skills and abilities required:

Working knowledge of event planning, program administration and evaluation principles, techniques, and methods applicable to public events and activities. Working knowledge of the practices and procedures relating to the establishment, coordination, and oversight of community events. Ability to plan, organize and carry out projects and proposals. Ability to develop, maintain, and implement policy, procedures, and ordinances related to public events. Knowledge of tools, equipment, and services applicable to the scheduling and conducting of public events. Ability to establish and maintain effective working relationships with municipal agencies and staff, the general public and diverse interest groups. Ability to communicate effectively, both orally and in writing. Ability to plan, organize and schedule services in support of community events. Ability to coordinate and oversee the activities of staff. Ability to manage multiple projects and tasks simultaneously and give attention to details. Ability to prepare and disseminate effective promotional materials and program information. Ability to prepare effective written and oral presentations. Comfort with public speaking. Ability to maintain necessary records and prepare complete, accurate, and concise reports. Ability to consult with diverse individuals and groups who may be unfamiliar with government policies and procedures and provide related expertise. Ability to interpret, explain, and apply designated City ordinances, policies, regulations, and procedures. Ability to provide administrative and professional support to team efforts. Ability to work independently and make decisions within prescribed parameters. Physical mobility and visual acuity to attend/evaluate community events. Ability to maintain adequate attendance. Ability to think critically in resolving difficult situations.

Associates degree and four years of progressively responsible experience in a related field or a Bachelors degree and two years of progressively responsible experience in a related field.

14. Special tools and equipment required:

n/a

15. Required licenses and/or registration:

Possession of a valid driver's license or the ability to meet the transportation needs of the position.

16. Physical requirements:

Work is sedentary, generally performed in an office environment using office equipment such as telephone, computer, copier, calculator, etc.

17. Supervision received (level and type):

General- Community Services Manager

18. Leadership Responsibilities:

This position: ☒ is responsible for supervisory activities (Supervisory Analysis Form attached).
☐ has no leadership responsibility.
☐ provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

☐ I prepared this form and believe that it accurately describes my position.
☐ I have been provided with this description of my assignment by my supervisor.
☐ Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

☒ I have prepared this form and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
☐ Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.