Gateway Wellness Center Manager
City of Livingston, Montana

Job Description:

Do you enjoy creating positive experiences for your community through excellent service? The City of Livingston Recreation Department is seeking a Wellness Center Manager to provide overall leadership and management of the City's new 43,500 square foot community recreation and wellness center. The facility includes a six-lane lap pool, recreation pool, gymnasium, fitness center, meeting rooms, locker rooms, and associated support spaces. This position serves as the facility's general manager and is responsible for strategic and day-to-day oversight of operations, programs, staffing, customer experience, financial performance, safety, facility stewardship, partnerships, and community engagement. More information about our programs and department can be found here: https://www.livingstonmontana.org/rec. Work is performed under the general supervision of the Recreation Director.

***To apply**, please send resume and cover letter via email to Human Resources, at HR@livingstonMT.gov* or by mail/in person to City of Livingston, Attn: HR, 220 E. Park St, Livingston, MT 59047

Work Location: In person at the Gateway Wellness Center, 1300 E. Gallatin Street, MT 59047

Job Type: Full-time, year-round **Rate of Pay:** Salary exempt $68,000-$76,000 DOE

Shifts: Minimum of forty (40) hours per week, non-standard hours. Must have availability to work any shift including days, evenings, weekends, and holidays. Position may be required to respond to facility emergencies, special events, or operational needs outside normal working hours.

Full-time Benefits Include:

State Retirement
Vacation and sick accrual, holiday pay, paid parental leave
Medical, dental, vision, life insurance, and employee assistance plan
Flexible spending accounts, health savings account,
On-the-job paid training

Essential Job Functions

- Regular, timely, and reliable on-site attendance
- Provides overall leadership, direction, and accountability for employees and operation of the 43,500 square foot Gateway Wellness Center, including aquatics, fitness, gymnasium, meeting and rental spaces, locker rooms, common areas, and support spaces
- Plans, organizes, directs, and evaluates center operations, programs, services, schedules, member services desk, and customer experience to ensure high-quality, accessible, efficient, and responsive public service

- Recruits, interviews, develops, supervises, and evaluates supervisors, full-time, part-time, seasonal, and temporary staff; establishes performance expectations and promotes teamwork, accountability, training, and professional development
- Develops and administers the center operating budget in partnership with the Recreation Director
- Monitors revenues and expenditures, purchasing, contracts, memberships, rentals, program fees, cost recovery, and financial performance; recommends pricing and service adjustments as appropriate
- Oversees facility stewardship, preventive maintenance, custodial services, equipment replacement, safety inspections, security, emergency procedures, and capital improvement planning in coordination with the Facility Operations Supervisor, other City departments, vendors, and contractors
- Ensures aquatic, fitness, recreation, youth, membership, rental, and customer-service functions operate in accordance with established policies, industry standards, safety requirements, and community needs
- Develops and implements operating policies, procedures, service standards, performance measures, and systems for registration, scheduling, point-of-sale, memberships, rentals, incident reporting, and customer communication
- Builds effective partnerships with schools, nonprofit organizations, health and wellness providers, community groups, businesses, user groups, and other agencies to expand participation, improve services, and support community goals
- Leads marketing, outreach, social media, membership growth and retention, program promotion, community engagement, and customer-service initiatives; monitors participation, utilization, satisfaction, and other performance data to guide decisions
- Ensures compliance with applicable City policies, employment practices, building and fire codes, ADA requirements, health and safety regulations, aquatic standards, risk management practices, contracts, permits, and insurance requirements
- Prepares reports, recommendations, budget information, operational analyses, and presentations; represents the Wellness Center and Recreation Department with City leadership, boards, partners, patrons, and the public
- Performs other related duties as assigned

Typical Qualifications

Knowledge

Thorough knowledge of:

- Principles and practices of community recreation and wellness center management, including operations, programming, aquatics, fitness, youth and adult recreation, memberships, rentals, customer service, facility stewardship, safety, risk management, and public engagement.
- Principles of organizational leadership, staff supervision and development, budgeting, revenue management, purchasing, contracts, marketing, customer experience, performance measurement, and strategic planning.
- Occupational hazards, emergency procedures, risk management, ADA accessibility, public-facility safety practices, aquatic and fitness safety standards, and applicable local, state, and federal requirements.

Skills and abilities:

- Ability to analyze community needs, participation trends, financial and operational data, and facility conditions; establish goals and service standards; and translate priorities into effective programs, staffing, budgets, and operating plans.
- Ability to lead through supervisors and team leads, build a strong service culture, develop productive partnerships, communicate effectively with diverse audiences, and maintain positive relationships with employees, patrons, community organizations, and the public.
- Proficiency in standard office equipment and computer software including Microsoft Suite, recreation management, registration, point-of-sale, scheduling, membership, financial, reporting, and communication systems.
- Strong business and financial management skills, including budgeting, revenue development, cost control, performance measurement, contract administration, purchasing, and data-informed decision-making.
- Strong leadership, communication, customer service, conflict-resolution, and relationship-building skills, including the ability to effectively interact with employees, patrons, community partners, elected and appointed officials, vendors, and the public.

Education and Experience

- Bachelor's degree in Parks and Recreation, Recreation Administration, Public Administration, Business Administration, Sports Management, Hospitality Management, or related field.
- Five years of progressively responsible experience in recreation, community center, wellness, fitness, aquatic, hospitality, or public-facility management, including at least three years of supervisory or management experience.
- An equivalent combination of education and experience may be considered.

Certifications and Requirements

- Valid U.S. Driver's License with approved driving record.
- Must obtain and maintain First Aid/CPR/AED certification at hire.
- Certified Pool Operator (CPO) or Aquatic Facility Operator (AFO) certification is preferred; must obtain within 12 months of hire.
- May be required to obtain additional recreation, facility, safety, or management certifications based on assigned responsibilities.
- Certified Park and Recreation Professional (CPRP), Certified Park and Recreation Executive (CPRE), or comparable management credential is desirable.

Pre-Employment Requirements

The following pre-employment screenings must be successfully completed with satisfactory results after a job offer and prior to starting work:

- Department of Motor Vehicle Driving Record Review with approved driving history
- Pre-employment Drug Test
- Criminal Background Investigation

Physical Demands / Work Environment

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stand, walk, sit, lift, carry, bend, stoop, squat, reach, climb stairs, and move throughout all areas of the facility.
- May frequently lift up to 25 pounds and occasionally lift up to 50 pounds with assistance.
- Ability to exert up to 25 pounds of force occasionally, up to 10 pounds frequently, and a negligible amount constantly to move objects.
- Regular exposure to indoor pool environments, humidity, pool and cleaning chemicals, noise, wet surfaces, fitness and recreation activity areas, and outdoor weather conditions; may occasionally enter mechanical or maintenance areas.
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hardcopy form and in-person, analyze data, inspect facility conditions, and observe activities and surroundings.
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers, phones, point-of-sale and access systems, office equipment, and other routine facility controls.
- Sufficient hearing, with or without reasonable accommodation, to comprehend questions, alarms, radio communications, and instructions from others.
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to efficiently function in the performance of work, including walking, bending, climbing stairs, moving throughout the facility, and responding to emergencies.