

MANAGER CROSSROADS VILLAGE/HUCKLEBERRY RAILROAD

GENERAL STATEMENT OF DUTIES: Performs highly responsible duties planning, supervising, developing and managing the day-to-day operations of Crossroads Village/Huckleberry Railroad; works under general supervision; supervises a varied staff of employees, seasonals and volunteers; performs related duties as required.

STATEMENT OF TASKS:

Supervise village staff and volunteers to include hiring, training, evaluating and scheduling;
Manages the daily operations of Crossroads Village/Huckleberry Railroad;
Plans, develops and ensures that interpretative and educational programs are carried out at the Village/Railroad;
Prepares reports of village activities;
Coordinates all retail merchandising in the Village including food, beverage and souvenir concessions;
Assists with the implementation of all marketing strategies;
Recommends changes in the security and safety of the Village;
Establishes and maintains systems which deals customer relation problems;
Assists staff with the development of promotional materials for the Village/Railroad;
Speaks to various groups, including schools, to promote and educate the public regarding the Village/Railroads and other commission facilities;
Assists in the development of the budget and ensures that fiscal responsibility is maintained;
Develops annual goals and evaluates progress in meeting those goals;
Establishes active volunteer programs and recruits individuals for those programs;
Acts as liaison to volunteer programs ensuring that volunteer needs are met;
Handles large sums of money on a daily basis.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of public relations programs;
Knowledge of store operations, inventory and cash control;
Knowledge of interpretive and educational programs and techniques;
Knowledge of park planning, development and maintenance;
Knowledge of methods used in keeping financial accounts and records;
Ability to train, schedule, direct and supervise the work of subordinate employees;
Ability to prepare and maintain necessary reports and records;
Ability to understand and follow complex oral and written directions;
Ability to communicate effectively with the general public and park staff;
Ability to maintain good interpersonal relations;
Ability to use a computer and associated software;
Ability to attend work regularly and work under stressful conditions.

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MINIMUM QUALIFICATIONS:

Bachelor's degree in Business Administration, Marketing, Parks and Recreation, Public Administration, Accounting or Communications -AND- three (3) years of experience in management, marketing or related field, preferably in the tourist industry with emphasis in information services or interpretation.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license;
Must be willing to work weekends, holidays and irregular hours.

Established: April 12, 1989

Revised: October 1, 2000

Revised: May 23, 2002



Human Resources Director