

South Jordan City

Job Description

Title:	Associate Director of Recreation	Effective Date:	5/14/2025
Org:	640280	FLSA:	Exempt
Pay Grade:	GS22	Workers Comp:	Municipal

This is an “at-will” position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.

GENERAL PURPOSE

Manage and supervise all aspects of the Mulligans Golf & Games facility including its activities and the relationships between the facility, its patrons, employees, community, and the golf industry. Oversee golf course, practice range, golf shop operations, batting cages, miniature golf, and food concessions. Performs duties as an Associate Director for the Recreation Department, which includes but not limited to oversight and support for the Community Center, Gale Center and Recreation Divisions of the City.

SUPERVISOR

Director of Recreation

POSITION(S) SUPERVISED

Mulligans Customer Service Supervisor
Greenskeeper
Mulligans Mechanic

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee’s manager.

Job attendance is required, except for authorized leave. This position has been determined to be not eligible for remote work because all or a majority of the essential job duties must be performed onsite.

Identify and respond to community, city and public services’ issues, concerns, and needs and will establish and maintain cooperative working relationships with other departments, City Officials, outside agencies, and the public.

Facilitate and lead by example to promote City service values, with an emphasis on teamwork, strong work ethic, individual professionalism, and safety. Provide administrative and professional leadership and direction for the department; recommend and implement goals, objectives, and practices for providing effective and efficient services.

Provide expertise and guidance to ensure proper hiring, training, supervising, personal development, and corrective action in accordance with applicable employment laws, safety standards and established policy.

Conduct performance evaluations of employees in accordance with the human resources policies and procedures of the city.

Ensure accurate recording of division timekeeping and provide timely, accurate payroll processing information.

Create and implement long-range and annual business plans to increase participation and revenue rates, improve operations, and properly maintain facilities.

Develop, implement, and monitor Mulligans annual budget; track expenses and revenues generated by the facility; track daily, weekly, monthly, and yearly attendance figures; implement corrective measures as needed, and report status on a monthly basis; make recommendations for capital improvements and equipment.

Develop and implement a marketing strategy that includes promotional events, marketing tools, and advertisement of the facility.

Ensure the highest standards for services, programs, golf courses, practice areas, recreation, entertainment, food concessions, etc. are met.

Develop and implement operating procedures in harmony with the City Mission and general policies to direct the work of all full-time and seasonal staff.

Responsible for planning, organizing, supervising, scheduling and coordinating the day-to-day, deadline-driven operations of Mulligans Golf & Games.

Monitor the performance of all daily operations, functions, and services; assure high standards and total customer satisfaction.

Oversee daily operations of the facility including hiring, training, and discipline of personnel; oversee customer service, standards, and facility maintenance; oversee front counter operations to ensure maximum customer service results.

Work closely with Greenskeeper to maintain and improve the golf course as well as implement new projects.

Investigate and resolves complaints or inquiries from employees and patrons concerning the operations of the facility; deal appropriately with confrontational situations.

Monitor compliance with all purchasing policies and procedures. Maintain knowledge and compliance with all lease terms and contractual obligations.

Secure and protect assets, including financial, facilities and equipment. Oversee the care and maintenance of all physical assets and facilities. Coordinate and schedule with other departments the maintenance and use of the facility; review and inspect facility, programs and operations for safety hazards and other potential problems.

Take action during Director's absence and use initiative and judgment to ensure matters requiring immediate attention are handled in an appropriate manner; attends City Council meetings and Operations Staff meetings in the absence of the Director.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor Degree from a regionally accredited college with major course work in recreation management, business administration, or related field.

AND

B. Four (4) years of experience in a field directly related to the above duties; two years of which have been in a supervisor capacity.

2. Special Qualifications:

Valid Utah Class D Driver License

Utah Food Handler's Permit within 6 months of hire

3. Preferred Qualifications:
Certified Parks and Recreation Professional or
Executive (CPRP/CPRE) Certification from the National Recreation and Parks Association

4. Knowledge, Skills and Abilities:

Knowledge of operation procedures of facilities or other comparable facilities.

Ability to supervise and motivate employees. Ability to communicate effectively with both supervisor and subordinates verbally and in writing. Skilled in problem solving.

Knowledge and background of golf facilities and programs.

Knowledge and experience in planning, prioritizing, and organizing a complex workload.

Excellent public relation and communication skills.

Ability to operate a personal computer and Microsoft products.

Ability to establish and maintain effective working relationships with other city employees, elected officials,, the public, news media and other departments or agencies and the public; ability to follow written and oral instructions

Ability to research, reconcile, and resolve complex issues using critical thinking and basic calculations; follow written and verbal instructions, work independently with minimal supervision; prioritize tasks; effectively utilize computer and software programs to assist in daily work, work well under pressure and impending deadlines; pay close attention to detail.

4. Working Conditions:

Ability to work long and irregular hours.

Intermittent exposure to stress as a result of human behavior.

Tasks require a variety of physical activities, such as walking, standing, stooping, sitting, reaching, lifting, etc. Talking, hearing and seeing are essential to the performance of the job. Daily exposure to weather extremes and seasonal conditions. The employee is occasionally required to use hands to handle, finger, feel or operate objects, tools, or controls and reach with hands and arms. Mental application utilizes memory for details, verbal instructions and discriminating thinking. Frequent local travel required in normal course of job performance.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Assoc Director of Recreation	EEO-4 Class:	Official/Adm
Location:	Mulligans	EEOP Class:	Official/Adm
Group/BU:	General Pay Plan	Tech-Net Match:	AD Benchmark