



*The Town of Concord  
is currently accepting applications for the position of:*

## **Beede General Manager**

Recreation Division, Human Services Department

Salary Range: \$72,000 - \$90,000, starting pay will depend on qualifications.

*This is a full-time, exempt, managerial-professional position.*

*Workload typically requires at least 45 hours per week, but may vary considerably.*

*Variable schedule to include early mornings, evenings and weekends.*

**Applications will be accepted until the position is filled; resume review begins April 27, 2018.**

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### **APPLICATION PROCESS**

All applicants are required to complete the Town's employment application form, which can be found under the "Attached Files" section of the job posting at [www.concordma.gov/jobs](http://www.concordma.gov/jobs). Completed applications should be sent via email to [jobs@concordma.gov](mailto:jobs@concordma.gov). Please use the subject line "Beede General Manager" in your email. Resumes may be attached as additional information but cannot serve as a substitute for completing the application form.

Please do not include any information pertaining to age, race, color religion, national origin, ancestry, gender, gender identity, sexual orientation and physical/medical condition or history on your application.

Resume review will begin on **Friday, April 27, 2018** and the most highly qualified candidates will be invited to one or more interviews and/or other assessments. Applications will continue to be accepted and may be considered until the position is filled. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Appointment of the final candidate will be contingent upon the results of pre-placement conditions including criminal, motor vehicle and credit record checks, a physical exam, and a drug screening. Costs for these pre-placement requirements will be borne by the Town.

Individuals who need accommodation in order to participate in this process should contact the Concord Human Resources Department.

**The Town of Concord is committed to a diverse workforce and welcomes applicants with disabilities and/or from multi-cultural communities. EOE**

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Questions regarding this hiring process should be addressed to the:  
**Concord Human Resources Department**  
Town House, 22 Monument Square, P.O. Box 535, Concord, MA 01742  
**978-318-3025**  
[jobs@concordma.gov](mailto:jobs@concordma.gov)

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## Beede General Manager

Department: Human Services, Recreation Division  
Reports To: Recreation Director  
Appointed By: Town Manager

Salary Grade: SF-1  
FLSA Status: Exempt  
Date: 07/01/2017

### GENERAL SUMMARY:

Under the general direction of the Recreation Director, and in conjunction with the Assistant Recreation Director, manages the total operation and development of a municipally owned and operate indoor recreational facility which includes several pools, fitness rooms and equipment. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### ESSENTIAL JOB FUNCTIONS:

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Directs member sales and promotions, and coordinates marketing materials. Employs strong marketing skills to maintain enrollment and retention of members.
- ◆ Ensures that all key positions are covered to allow for safe operation of the facility.
- ◆ Develops, analyzes and maintains budget; manages and reconciles daily revenue; institutes internal financial systems policies and procedures in agreement with municipal requirements. Approves all purchases, monitors expenditures, and authorizes vendor selection. Contacts vendors to resolve any disputes.
- ◆ Maintains all systems and building upkeep through maintenance and service contracts; institutes maintenance logs and implements a master maintenance schedule. Develops and maintains vendor lists and contacts for routine and emergency building repairs. Authorizes maintenance and repairs.
- ◆ Creates and maintains proper policies, procedures and documentation during emergencies, both medical and non-medical. Manages coinciding media relations. Provides in-service training for staff regarding emergency procedures.
- ◆ Deals with all customer comments, suggestions and complaints. Responds to all customer inquiries initiated from the department's website. Resolves any membership issues. Approves membership discounts as appropriate. Ensures all membership materials and current and updated.
- ◆ Monitors all staff certifications for CPR, AED and First Aid. Provides training opportunities for staff to keep certifications current.
- ◆ Ensures that all registration staff is properly trained to input memberships and register patrons for programs. Ensures all management staff is trained on cashing out procedures and the reconciliation of each shift.

### **ESSENTIAL JOB FUNCTIONS (continued):**

- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of, and provides functional oversight to, all Beede Center employees. Directly supervises all Beede Operational Division including: Fitness, Aquatics, Membership, Front Desk, Facilities and Capital Planning. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, and training employees as well as making recommendations for hire to the Recreation Director. GM is also responsible for planning, assigning, and directing Beede employee work; appraising staff performance; addressing complaints, and resolving disputes should they arise.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree in Marketing, Business Management or Hotel/Tourism Management plus five to seven years of progressively responsible management experience in fitness center and natatorium operations, particularly in a municipal or non-profit setting; or any equivalent combination of education and experience. Master's Degree in Business, Public Administration and/or Marketing, preferred.
- ◆ Certified Pool Operator (CPO) License or ability to obtain within one year of hire; State of Massachusetts Authorize CORI Access provider.
- ◆ Valid Driver's License.
- ◆ First Aid, CPR, Lifeguard and AED certified. Lifeguard Trainer Certification preferred.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Working knowledge of the principles and practices of recreation center management. Considerable knowledge of all activities that comprise a comprehensive recreational swim and fitness facility. Thorough knowledge of and proficiency in the care of public recreational facilities, the use of pool and fitness equipment, materials, tools and other department resources.
- ◆ Strong marketing and business management skills used in the identification, implementation and assessment of membership efforts and their effective presentation and generation of membership revenues to offset operating costs as planned, outlined and assigned.
- ◆ Ability to work effectively under time constraints, to delegate responsibilities, and to motivate and work well with a large number of employees.
- ◆ Excellent customer service and public relations skills. Ability to communicate effectively and efficiently both verbally and in writing. Ability to deal tactfully, patiently and appropriately with a variety of people, including children, the general public and other agencies.

- ◆ Working knowledge of computers and PC-based software – word processing, spreadsheets and desktop publishing. Ability to work with graphic design software, scheduling and presentation software. Working knowledge of RecTrac Recreational Software preferred.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

This position requires regular physical effort in the form of sitting, standing, walking, bending, reaching with arms and hands, hearing/vision, climbing and descending stairs regularly and occasionally lifting or moving supplies. May drive to other recreation buildings and locations for supplies and/or meetings.

Work is performed in an atypical environment subject to moderate variations of temperature, noise, odors, etc. Majority of work is performed in a reasonably noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity.

Balancing, crouching, grasping, pulling, reaching and stooping may also be required; must be able to lift and move objects weighing up to fifty pounds.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*