

**COMMUNITY RECREATION MANAGER
(TICKET AND TRAVEL)
NF-0188-04**

I. INFORMATION

This position is located in the Community Recreation Division, of the Morale, Welfare and Recreation (MWR) Department, located within Commander, Navy Installations Command (CNIC). The primary purpose of this position is to provide support to the Installation Program Director through the day to day management of the Community Recreation Ticket and Travel program. Manages and administers a comprehensive travel and ticket program that includes entertainment, attractions and vacation packages. Incumbent may manage other recreation programs and facilities that can include but is not limited to Community Recreation, Parks and Picnic areas, Outdoor Rental/Resale/Adventure Activities, Camping/RV Parks, Vehicle Storage, Liberty Program, Recreation and Resource Centers, Bowling, Paintball, Deployed Forces Support or Fleet Recreation, Leisure Skills, Special Events, Command Equipment Issue and Auto Skills.

This position requires oversight to plan, promote and implement a variety of MWR or Community Recreation program and activities. The goal is to provide a wide variety of recreation programs and opportunities while ensuring program and financial standards and goals are met. These programs and services are designed to improve the quality of life for all military personnel, their families, all other eligible patrons as well as supporting the Navy's objectives of retention, readiness, and fitness by providing quality recreation program offerings and services.

Purpose of work is to provide technical expertise in MWR recreation programs and services, specifically the ticket and travel opportunities. This involves developing management plans and criteria on specific problems, projects, programs and functions as well as developing plans and criteria related to the application of DOD, CNIC policies, standards and instructions.

II. MAJOR DUTIES AND RESPONSIBILITIES

Responsible for the development, management, maintenance, planning, business plan execution and administration of a diverse Ticket and Travel Program.

Develops and or assists with writing standard operating procedures. Ensures program is in compliance with local Regional program policies, regulations, and procedures and higher level Navy and DoD instructions, regulations and program standards; uses judgment in adapting guidelines for specific situations, methods and processes that may deviate from guidelines. Exercises authority and independent judgment in development of plans and solutions.

Provides the necessary administrative and logistical support, including specific guidance regarding current and new ticket, tour and travel opportunities, to Community Recreation staff members. Maintains adequate supplies of tickets, vouchers, discount cards, etc., to support local ticket offices. Regionally collaborate with regional ticket and travel representatives to develop regional contracts and volume discounts. Continuously reviews the overall assigned recreation and travel programs for accomplishments; recommends and establishes new operational activities/ subprograms in conjunction with activity managers. Monitors associated contracts, Memorandums of Agreement or Understanding (MOA/MOU) in Area of Responsibility (AOR).

Solicits input from other ticket and travel activity managers in the region/other Services regarding regional objectives and programs; such as new venues, new ticket services, travel shows and regional ticket contracts to maximize volume rebates, discounts and added value to patrons. Submits new contract requests not offered by the Military Ticket Program (MTP) for enterprise inclusion. Routinely evaluates and reviews ongoing programs and provides guidance that may develop, adapt, modify, expand or otherwise change the program activity to better meter and enhance the expected effectiveness of the programed activity or technology (e.g. RecTrac enhancements, travel show improvements and circuit scheduling, increase or decrease tour options, new venues, improve communications) Performs regular analysis of projected projects and programs; considering operating budget, staffing requirements, plans, trends, command mission, visiting ships/commands and changing population. Provides onsite project oversight and ensures that approved plans are implemented, and notifies local and regional leadership of any issues or concern that may arise. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to program execution, teamwork or use of established business practices. Uses metric and financial data to make recommendations for any modifications to Ticket and Travel program.

Ensures all facilities and activities associated with the program meet established fire, safety, security and sanitation guidelines. Takes timely action to correct deficiencies through coordination with local agencies. Assists in planning and design input of construction and renovation projects.

Responsible for developing and implementing a marketing and advertising program. Coordinates the design and distribution of promotional flyers, posters, and digital messages in the support of the Ticket and Travel program.

Provides day to day administrative and technical supervision of a workforce consisting of both Appropriated (APF) and Non-Appropriated fund (NAF) employees and acts as Rating Official (RO). Acts as Senior Rating Official (SRO) for activity managers in assigned AOR. Ensures

approved staffing levels are maintained to support program and operations in a cost effective manner. Plans work to be accomplished. Sets priorities and establishes schedules for work completion. Distributes and balances work based upon priority, skill requirements, and level of difficulty. Discusses work in progress, answering questions from team members and regional ticket and travel representatives concerning procedures, directives, policy, etc., as well as technical questions. Evaluates performance of subordinates and provides specific recommendations related to training needs. Responsible for training, supervising, scheduling and evaluating all employees within the branch. Participates in interviews and recommends selection for all new hires within the branch, initiates appropriate disciplinary action; hears and resolves complaints from employees. Assures equality in determining selection, assignment, training and promotion, discipline and incentive awards to employees. Recommends awards or bonuses for supervisory and non-supervisory personnel and changes in position classification, subject to approval by higher level supervisors. Controls attendance and leave ensuring adequate work force is available at all times to accomplish the mission. Routinely approves sick and annual leave.

Actively supports and promotes all aspects of the Equal Employment Opportunity Program and Affirmative Action Plan as directed by applicable laws and regulations, and to communicate this support to subordinates and minority groups. Ensures all laws and regulations concerning Merit System Principles and Prohibited Personnel Practices are adhered to.

Coordinates budget requirements for both APF and NAF funds. Justifies budget requirements for personnel, equipment, supplies, travel, training, and service contracts to local and regional leadership. Monitors and provides technical advice to team members regarding budget execution. Reviews monthly financial reports, compares to budget, and provides execution explanations for higher level local and regional review. Develops plans for over/under executed funds, end of the year funds, grants and future requirements based on higher level guidance. Submits, tracks and adheres to grant submissions for all team members. Coordinates with region on selections of limited training opportunity spaces. Ensures financial integrity is maintained and required reports and records are properly documented.

Maintains funds and property accountability for all APF and NAF fund equipment, supplies, resale funds, and inventories in AOR. Responsible for inventories conducted in accordance with applicable higher level regulatory guidelines. May act as an Approving Official (AO) for government purchase card holders within AOR.

Represents the Community Recreation department at meetings, conferences, etc. Cultivates a cooperative relationship with the military, regional, and civilian community by maintaining liaison with private organizations, special interest groups, community groups, etc.

Duties are performed to provide customer satisfaction and contribute positively to the success and profitability of the organization.

Overseas, solicits and helps to negotiate partnerships on behalf of the MWR Department. Develops working partnerships with both on base and off base organizations (park districts, forest preserve, clubs, special interest groups, convention visitors' bureau (CVB), or Chamber of Commerce, etc.) to support and benefit MWR programs. Responsible for the development of contacts and creating professional proposals, execution of agreements and follow-up. Researches and provides information and referral on a variety of recreational opportunities for individual/families on and off the base.

Administers the group sales and ship discount program for fleet and shore commands. Ensures that the welfare and recreation representatives are advised of the numerous military and group discount tickets and services available. In conjunction with or in the absence of deployed forces, researches, plans and negotiates tours, travel services and discounted tickets on behalf of visiting ships/squadrons/commands.

Negotiates with various vendors and wholesalers for discount tickets and services not covered by MTP. Ensures that the prices and product meet established guidelines and customer needs. Also assists with special discounts for base personnel and/or visitors. Coordinates all tours and on base tickets with other MWR Department.

Exercises delegated managerial authority to a set series of annual, multi-year or similar types of long range work plans, schedules for work. Assures implementation (by lower or subordinate staff) of the goals and objectives for the program area of responsibility (AOR). Determines the goals and objectives that need additional emphasis; determine best approach or solution for resolving budget shortages and revenue growth; and plan for long range staffing needs.

Performs other related duties as assigned.

III. FACTORS

FACTOR 1. Knowledge Required by the Position:

A four-year undergraduate degree with an emphasis in Leisure Services Management, Travel and Tourism, business management or related field or a minimum of three years of comparable experience that illustrates a progression in management experience is required. Possesses comprehensive knowledge of recreation policies, requirements, administrative practices and procedures relating to the planning, budgeting, scheduling, and coordinating of recreational and ticket and travel programs and the efficient operation and utilization of facilities and equipment. Must be capable of organizing and operating several facilities/programs simultaneously.

Must possess skill in negotiating program issues and operational requirements with patrons, vendors and personnel inside and outside the local installation and community organizations.

Must have knowledge of general business principles for financial planning/reporting and of the Department of the Navy budget process methods for APF and NAF funds to ensure optimum use of resources. Ability to plan, present, and execute budgets and to analyze impact on programs and to forecast long term funding requirements.

Knowledge of business principles and personnel management.

Ability to communicate and clarify the application of the department's policies to employees and management personnel.

Ability to develop, explain, justify, persuade and deal with a wide range of problems and with people of diverse backgrounds.

Knowledge of rules, regulations and requirements of leisure travel, tourist industry and familiarity with a variety of geographical locations worldwide. Demonstrated ability to manage various functions through a subordinate staff.

Ability to market the program and motivate eligible patrons.

Ability to communicate with the community, vendors, ticket and travel industry professionals and advisory groups proficiently both orally and in writing.

FACTOR 2. Supervisory Controls:

This position is accountable to the Community Recreation Director, or designed Supervisor as appointed by Installation Program Director (IPD) or MWR Director. Supervisor sets overall objectives and priorities, but the employee is expected to carry out duties independently. Supervisor provides guidance and consultation as required. The incumbent has considerable responsibility for and independence in planning and implementing a ticket and travel program. Program services and operations are periodically reviewed for quality level, responsiveness to community interest and need, and achievement of program objectives.

FACTOR 3. Guidelines:

The DODI 1015.10 and CNIC 1710.3 are specific guidance for this program. In addition, may utilize other manuals, directives and publications (example: Navy Program Standards, Joint Service Travel Program (JSTP) Standard Operating Procedures, Ticket and Travel Business Process) prescribed by higher authorities that affect the operations of the local MWR Department. Verbally discusses policies

on personnel management, finance, supplies and equipment requisitions, programs and general administrative procedures with appropriate personnel.

FACTOR 4. Complexity:

The Community Recreation Program encompasses many different and unrelated processes, methods and procedures and must be carefully managed to ensure efficiency and effectiveness. The program utilizes a variety of scattered facilities and areas.

The work directed is analytical, interpretive, judgmental, evaluative and creative. Such work places significant demands on the supervisor to resolve conflicts and maintain compatibility of interpretation, judgment, logic and policy application, because the facts, information and circumstances often vary substantially; guidelines are incomplete, or do not readily yield identical results, or differences in judgments, recommendations, interpretations, or decisions can have consequences or impact on the work of other subordinates. Such work also may be accomplished by a team, each member of which contributes a portion of the analyses, facts, information, proposed actions, or recommendations, which are then integrated by the supervisor.

FACTOR 5. Scope and Effect:

Work affects the success of the Navy mission. A well-rounded MWR program contributes to fleet readiness and provides the Sailors and the base Community with a positive leisure experience. Activities, programs and services provided by the Community Recreation Program are highly visible because of the direct interactions with both internal and external customers and all actions directly contribute to the morale and welfare of the Installation community.

Depending on the location of the position, the work provided supports Active Duty service members, their immediate family members, military retirees and DoD civilian employees.

FACTOR 6. Personal Contacts

In addition to program participants and volunteers, the incumbent has contact with command officials, co-workers, local contractors, vendors, ticket and travel suppliers, MTP staff, special interest groups, local community, and the general public. Command level departments such as but not limited to: Senior command leadership, Public Works, Security, Base Medical, Navy Exchange, Commissary, Human Resources, Union representatives and representatives from the Fleet and Family Readiness Department.

FACTOR 7. Purpose of Contacts:

Purpose of contact is to effectively solicit support for the ticket and travel program, identify information and resources in the local

community for the base population, and negotiate and promote access to those resources to ultimately provide a fully developed Community Recreation Program to the base population.

Because of non-agency status, initial contact with commercial enterprises on new tours generally requires skillful negotiations, basic contracting knowledge and ability to influence the concern into providing either net rate or a commissionable rate. In addition, the purpose of the contacts is to ensure that information provided to internal and external parties is accurate and consistent; to plan and coordinate the work directed with that of others outside the subordinate organization; and/or to resolve differences of opinion among managers, supervisors, and employees.

FACTOR 8. Physical Demands:

The employee's work is sedentary at times but physical exertion is involved with program set-up. Bending, stooping, lifting of items, etc. will be required when organizing or setting up for programs/events. Work may require considerable physical exertion while instructing or guiding participants in a variety of activities. Work may require sitting, walking, long periods of standing, bending and lifting of moderately heavy items up to 40 pounds, occasionally required to lift heavier items. Work may require working outside for special events or leading outdoor group outings or trips.

FACTOR 9. Work Environment:

Administrative work is performed in an office setting, which has adequate lighting, heating and ventilation. However, the activity segment of this position involves everyday risks and discomforts which require normal safety precautions typical of the various activities involved. Work is performed both indoors and outdoors, without a fixed schedule.

FACTOR 10. Other Requirements:

Hours of work will vary as required by the needs of the program to include split days off, evenings, weekends and holidays. May be required to work early, late, and on weekends and holidays.

Subject to recall regularly.

Wears protective clothing and equipment as situations warrant.

Must be able to satisfactorily complete a suitability background check. If program has visiting ships, security clearance is required.

Must possess and maintain a current driver's license, medical card or other state/country requirements to drive a government vehicle in the performance of duties. If applicable, incumbent will obtain license validation for transportation patrons' off-base within 90 days of employment.

Must be able to obtain and maintain First Aid and CPR certifications.

Obtain and maintain Cruise Line Industry Association (CLIA) certification within 24 months of employment.

Travel may be required.