

**Position: CHIEF OPERATING OFFICER**  
**Civil Service Title: DEPUTY DIRECTOR OF RECREATION**

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**Date: March 31, 2016**

**Main Functions:**

As a member of the senior management team, the Chief Operating Officer (COO) is responsible for establishing core operational processes and functions that support the management of NORDC. The COO is responsible for the development of NORDC's budget and financial management strategy and plays a critical role in developing and implementing policies, procedures and services to achieve organizational objectives and contribute to the development of NORDC's strategic goals in the delivery of recreational services across facilities in New Orleans. The COO leads and manages the Facilities and Maintenance, Management Services, and Marketing divisions and holds accountability for optimizing operational functions to ensure a solid platform for continued growth. The COO oversees a staff of approximately 60 persons and NORDC's annual budget of \$15 million.

**Reports to:** *Chief Executive Officer*

**Duties:**

- Works closely with the CEO and each Division Director to ensure highly-productive, day-to-day management of the organization.
- Contributes to the creation and stewardship of organizational culture and ethos, both internally and externally.
- Directly supervises three (3) Division Directors, as follows:
  - Facilities and Maintenance Director
  - Management Services Director
  - Marketing and Communications Director
- Facilitates intra-departmental collaboration to ensure that all departments are communicating effectively and supporting one another as needed.
- Implements, evaluates, and ensures adherence to administrative, human resource, monitoring and evaluation, communications, and facility maintenance policies and procedures to maintain alignment with CAO and other applicable City of New Orleans policies and procedures.
- Oversees the planning, implementation, direction and management of all functions and resources of the administrative division to achieve the strategic fiscal objectives of the department and the City in an ethical, efficient and effective manner.
- Develops and utilizes assessment tools to track progress towards organizational and division specific goals and objectives.
- Directly responsible for overseeing long-term asset management and planning of the NORDC maintenance division to ensure efficient responsiveness necessary for maintaining all NORDC facilities and playgrounds.
- Ensures NORDC brand management and integration is responsibly planned and socialized throughout the community in a professional and intentional manner via the NORDC marketing division.
- Assists with implementing the department vision through division activities and leads the division for maximum employee productivity and morale through hiring, disciplining, evaluating employee performance, investigating and resolving grievances and other human resources actions.
- Possesses final responsibility for all information technology (IT) related needs to maintain inter-departmental continuity and equity and ensure technological enhancements increase organizational efficiency and efficacy.
- Manages, coordinates, and determines priorities of work load by monitoring levels of resources, establishing time lines, assigning work, monitoring progress, recommending changes and suggestions, writing, reviewing and editing reports prepared by staff, and approving completed projects and reports.

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- Facilitates inter-departmental collaboration with all Division Directors and organizational teams.
- Collaborates with the Chief Program Officer (CPO) to clearly communicate all aspects of programming to inform budgets, proposals, evaluation processes, and reports.
- Develops, administers, and monitors departmental and division specific budgets with staff assistance to ensure the ethical, productive, and efficient utilization of NORDC resources.
- Supervises, manages, and oversees best in industry recreation related administrative, human resource, fiscal accountability and facility maintenance initiatives by researching trends, consulting with individuals and agencies to determine the effectiveness of programs, conducting needs assessments, recommending equipment needs, ensuring strategic marketing and promotion of NORDC programming, and developing and updating programmatic manuals.
- Processes and plans for organizational and community needs, analyzes fiscal trends, statistics and opportunities, and communicates information to NORDC leadership of impending developments, and accomplishment of actions.
- Encourages innovation and provides effective leadership and motivation for administrative and maintenance staff through the use of sound principles of management and supervision.
- Creates and actively promotes a comfortable and welcoming environment where every employee and member of the public is treated with dignity and respect.
- Develops strategic partnerships and contacts with community representatives, external agencies, and other organizations to develop a sense of relevant issues facing our community and to respond as a representative of the City.
- Responsible for foreshadowing potential challenges to the organization and facilitating solutions in advance.
- Ensures that division operations conform to NORDC policies, local, state, and federal governmental regulations, other applicable rules and requirements; and performs other related duties as required or directed.

**Knowledge, Skills and Abilities:**

- Experience in human resource management, budget management and fiscal accountability.
- Commitment to the vision of NORDC and its programs
- Strong fiscal and human resource management, program planning and implementation skills
- Ability to survey the existing environment and use sound judgment to adjust programs to gain greatest impact on the community
- Strong interpersonal skills and ability to build and maintain relationships on behalf of the organization
- Expertise with computer and/or client/server systems, Microsoft Excel and high proficiency in other Microsoft Office applications.
- Strong analytical ability and critical thinking skills
- Professional competency in spoken and written English
- Able to work independently, effectively manage multiple projects and assignments under time constraints and changing priorities
- Extremely responsible, punctual, and detail oriented with notable organizational skills
- Knowledge of NORDC policies and procedures
- Ability to effectively engage the public/community for various recruitment purposes
- Ability to address and solve problems or issues as they arise
- Ability to establish and maintain effective work relationships with staff, patrons, and individuals from diverse backgrounds
- Ability to inspire, motivate, focus and represent NORDC in a professional and courteous manner
- Strong work ethic accompanied by a good sense of humor



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**Employment Requirements:**

- Minimum 5 years of management experience is required, with a history of leading and managing professional staff and teams to higher levels of performance
- Minimum 5 years of experience in human resources, finance, operations, or related field.

**Compensation:**

Annual Base Salary: \$98,000  
Work Week: 35 hours per week, subject to flex time

**Apply to:** Please forward your resume by email to [kgrivera@nola.gov](mailto:kgrivera@nola.gov).