



Position: MANAGEMENT SERVICES DIRECTOR

Civil Service Title: Management Services Administrator (c0239)

Date: April 7, 2021

Main Functions:

The Management Services Director is responsible for varied administrative activities for NORD. This position provides expert guidance and oversight of contracts, revenue streams, information technology, research and development, policies and procedural practices, departmental efficiencies and practices to drive continuous improvement in NORD Operations and Programming.

Reports to: *NORD Chief Financial Officer*

Duties:

- Overseeing, coordinating, and managing the preparation of budget data, including but not limited to all procurements activities and revenue generating streams from rental facilities for NORD.
- Supervising and managing professional and administrative staff within the contracts and revenue, information technology (IT) and procurement divisions of NORD.
- Advising NORD on administrative and procedural matters.
- Administering a budget and maintaining accountability for all reports, reconciliations, and expenditures.
- Interfacing with NORD Foundation to identify, procure, and appropriately allocate funding for NORD programming.
- Being responsible for the strategic visioning, development, and implementation of diversified revenue generation for NORD.
- Developing, implementing, and maintaining administrative policies and procedures manuals in compliance with industry standards for Public Recreation Administration and Operations, Maintenance, and Risk Management.
- Capturing, tracking, and analyzes performance metrics specific to the public recreation industry and the National Recreation & Parks Association.
- Ensuring optimization of City-procured Recreation Management and Maintenance Software and function as lead for technical assistance and implementation.
- Effectively overseeing the collection and synthesizing of complex and intricate data into written reports on program and facility performance for internal and external audiences.
- Preparing project documents, briefings and reports, including but not limited to implementation of the NORD strategic plan for City Council Budget hearings.
- Implementing and overseeing contract writing and preparation, systems and procedures which maintain contractual and partnership standards for all NORD partnerships and stakeholders.
- Operating expenditure processes according to NORD policy in a timely manner.
- Managing industry accreditation processes, updates, and renewals, including the National Recreation and Parks Association (NRPA).
- Preparing cost-benefit and return-on-investment analyses to guide fiscal implementation decisions made by the NORD appointing authority.
- Developing project schedules, implementation strategies, and final documents for projects and initiatives.



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- Overseeing the compilation of data for quarterly ResultsNOLA, monthly Commission reports, annual Budget presentations for NORD executive personnel, City Council members and Department Heads regarding management and budget matters and other items related to the overall operation of the department.
- Analyzing performance data to create, implement, and monitor quality improvement plans for all NORD departmental divisions.
- Providing direction and guidance to program directors and section heads in matters of policy and procedure development, interpretation and implementation.
- Determining impact of special pay issues as they relate to agency fiscal concerns and internal pay equity.
- Working well with all NORD divisions, as well as internal and external customers, while maintaining a high level of service delivery and cross-functional collaboration;
- Representing department at Council meetings relative to budget and various management operations of the department; and perform related duties as required.

Knowledge, Skills and Abilities:

- Expertise in Microsoft Excel and high proficiency in other Microsoft Office applications.
- Professional competency in spoken and written English.
- Able to effectively manage multiple projects and assignments under time constraints and changing priorities.
- Extensive knowledge of the organization, policies, procedures and operations of the department.
- Ability to work independently and lead a team of subordinates.

Employment Requirements:

- Must maintain an Orleans Parish domicile
- A Bachelor's Degree from an accredited college or university. Original college diploma or official college transcript must be presented within two (2) weeks of the final filing date.
- Five (5) years of progressively responsible professional administrative, exempt level work, three (3) years of which must have included experience in budget preparation/administration and/or human resources administration. At least one (1) year of this experience must have included supervising a professional staff.
- A valid driver's license.

Note: A Master's Degree from an accredited college or university may be substituted for up to one (1) year of non-supervisory experience.

Note: All applicants must complete a special Management Services Administrator work history form supplied by the Civil Service Department. This special work history form must be completed and submitted by all applicants within two (2) weeks of filing an application.

Compensation:

Annual Base Salary: \$68,909 plus City of New Orleans benefits package

Work Week: 35 hours per week, subject to flex time