

<b>MAJOR GROUP:</b>	11-0000 Management Occupations	<b>ESTABLISHED:</b>	11/03/2023
<b>MINOR GROUP:</b>	11-9000 Other Management Occupations	<b>REVISED:</b>	
<b>BROAD GROUP:</b>	11-9070 Entertainment and Recreation Managers		
<b>LEVELS &amp; PAY BAND ASSIGNMENT:</b>	Level 1 – Pay Band 2, Labor Grades 21-23 Level 2 – Pay Band 3, Labor Grades 24-26 Level 3 – Pay Band 4, Labor Grades 27-28	<b>PAY SCHEDULE:</b>	11 A130
<b>PREVIOUS TITLES:</b>	Administrator I, Assistant Park Superintendent, Supervisor IV-V  *Classification into this Broad Group is contingent upon a position meeting the criteria for “Manager” as defined in the <i>Guidance on Classification into Supervisor, Manager, and Executive Occupations</i> .		

*Descriptions, Tasks, and KSAs excerpted from O\*NET OnLine (<https://www.onetonline.org>) Sept 2022- Aug 2023.*

<b>DESCRIPTION:</b>	<u>11-9072.00 - Entertainment and Recreation Managers, Except Gambling (onetonline.org)</u> Plan, direct, or coordinate entertainment and recreational activities and operations of a recreational facility, including cruise ships and parks.  <b>Sample of reported job titles:</b> None available.
<b>TASKS:</b>	<u>11-9072.00 - Entertainment and Recreation Managers, Except Gambling (onetonline.org)</u> <ul style="list-style-type: none"> <li>• Assign tasks and work hours to staff.</li> <li>• Calculate and record department expenses and revenue.</li> <li>• Explain rules and regulations of facilities and entertainment attractions to customers.</li> <li>• Inspect equipment, such as rides, games, and vehicles, to detect wear and damage.</li> <li>• Interview and hire associates to fill staff vacancies.</li> <li>• Plan programs of events or schedules of activities.</li> <li>• Resolve customer complaints regarding worker performance or services rendered.</li> <li>• Talk to customers to convey information about events or activities.</li> <li>• Train workers in company procedures or policy.</li> <li>• Write and present strategies for recreational facility programming using customer or employee data.</li> <li>• Write budgets to plan recreational activities or programs.</li> </ul>
<b>KSAs:</b>	<i>Data collection is currently underway for 11-9072.00 - Entertainment and Recreation Managers, Except Gambling.</i>  <i>KSA data provided from the following related occupational profile(s):</i> <u>11-9071.00 - Gambling Managers (onetonline.org)</u>  <b>Knowledge</b>

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

### **Skills**

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

Speaking — Talking to others to convey information effectively.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.

**Abilities**

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Far Vision — The ability to see details at a distance.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

FACTOR ANALYSIS		
<b>LEVEL 1</b>	<b>FACTOR</b>	<b>TYPICAL RATING</b>
<b>JOB CODE:</b> <b>11907001</b>	<b>KNOW-HOW:</b>	4 skilled, professional-level, comprehensive
	<b>SCOPE and EFFECT:</b>	3 small-scale accountability, external impact, errors have moderate effects
	<b>COMPLEXITY:</b>	3 basic analysis, varied problems
	<b>WORK ENVIRONMENT:</b>	2 low physical exertion and risk exposure, some fieldwork
	<b>COMMUNICATION:</b>	5 advanced and broad range of skills, wide variety of contacts, persuasion
<b>EXEMPT:</b>   Y	<b>INDEPENDENT ACTION:</b>	5 independent work, allocation of resources, setting of short-term priorities
<b>EEO CATEGORY:</b> <b>06 - Administrative Support</b>		
<b>In-band Advancement(s):</b>	None	
<b>Broad Group Level Advancement:</b>	None	
<b>Pay Assignment Change:</b>	None	
<b>Minimum Qualifications:</b>	<b>Education/Experience:</b>	High school diploma or equivalent credential with 3 years of additional relevant education or experience
	<b>License/Certification(s):</b>	None unless specified on the Supplemental Job Description (SJD)
<b>Special Requirements:</b>	Not Applicable	

FACTOR ANALYSIS		
<b>LEVEL 2</b>	<b>FACTOR</b>	<b>TYPICAL RATING</b>
<b>JOB CODE:</b> <b>11907002</b>	<b>KNOW-HOW:</b>	4 skilled, professional-level, comprehensive
	<b>SCOPE and EFFECT:</b>	4 moderate-scale accountability, direct and indirect influence
	<b>COMPLEXITY:</b>	4 moderate analysis, research, frequent and complex problems
	<b>WORK ENVIRONMENT:</b>	2 low physical exertion and risk exposure, some fieldwork
	<b>COMMUNICATION:</b>	5 advanced and broad range of skills, wide variety of contacts, persuasion
<b>EXEMPT:</b>   Y	<b>INDEPENDENT ACTION:</b>	5 independent work, allocation of resources, setting of short-term priorities
<b>EEO CATEGORY:</b> <b>02 - Professional</b>		
<b>In-band Advancement(s):</b>	None	
<b>Broad Group Level Advancement:</b>	None	
<b>Pay Assignment Change:</b>	None	
<b>Minimum Qualifications:</b>	<b>Education/Experience:</b>	High school diploma or equivalent credential with 3 years of additional relevant education or experience
	<b>License/Certification(s):</b>	None unless specified on the Supplemental Job Description (SJD)
<b>Special Requirements:</b>	Not Applicable	

## FACTOR ANALYSIS

<b>LEVEL 3</b>	<b><u>FACTOR</u></b>	<b><u>TYPICAL RATING</u></b>
<b>JOB CODE:</b> <b>11907003</b>	<b>KNOW-HOW:</b>	5 advanced, analytical, wide-range competence
	<b>SCOPE and EFFECT:</b>	4 moderate-scale accountability, direct and indirect influence
<b>EXEMPT:</b>   Y	<b>COMPLEXITY:</b>	5 complex analysis, fast-paced decision-making, multi-parameter problems
	<b>WORK ENVIRONMENT:</b>	2 low physical exertion and risk exposure, some fieldwork
<b>EEO CATEGORY:</b> <b>01 - Official Administration</b>	<b>COMMUNICATION:</b>	5 advanced and broad range of skills, wide variety of contacts, persuasion
	<b>INDEPENDENT ACTION:</b>	5 independent work, allocation of resources, setting of short-term priorities
<b>In-band Advancement(s):</b>	None	
<b>Broad Group Level Advancement:</b>	None	
<b>Pay Assignment Change:</b>	None	
<b>Minimum Qualifications:</b>	<b>Education/Experience:</b>	High school diploma or equivalent credential with 6 years of additional relevant education or experience
	<b>License/Certification(s):</b>	None unless specified on the Supplemental Job Description (SJD)
<b>Special Requirements:</b>	Not Applicable	

## FACTOR RATING SUMMARY

<b>11-9070</b>	<b>KNOW-HOW</b>	<b>SCOPE &amp; EFFECT</b>	<b>COMPLEXITY</b>	<b>WORK ENVIRONMENT</b>	<b>COMMUNICATION</b>	<b>INDEPENDENT ACTION</b>	<b>PREVIOUS LABOR GRADES</b>
<b>LEVEL 1</b> Points: 353-405	4	3	3	2	5	5	21-23
<b>LEVEL 2</b> Points: 406-465	4	4	4	2	5	5	24-26
<b>LEVEL 3</b> Points: 466-524	5	4	5	2	5	5	27-28

### **DISCLAIMERS:**

This broad group specification is descriptive of general duties and is not intended to list every specific function of the job title(s) it contains.