



## **Director of Administrative Services**

Starting range: \$95,000 - \$120,000 a year

**Peninsula Metropolitan Park District (PenMet Parks)** is searching for a **Director of Administrative Services** to provide highly responsible oversight, leadership, and day-to-day management of the District's administrative operations. This position supports the District's mission and strategic objectives through delivering efficient administrative operations, high-quality customer experiences, human resource services, District communications, effective risk management practices, and compliance with regulatory requirements. The position serves as a member of the District's leadership team and has direct engagement with the Board of Park Commissioners, staff, community partners, vendors, consultants, and the public.

### **Overview of PenMet Parks**

PenMet Parks is a metropolitan park district that serves a population of over 40,000 residents in the greater Gig Harbor community in unincorporated Pierce County west of the Tacoma Narrows Bridge and east of the Purdy Bridge. PenMet Parks' mission is to enhance the quality of life by providing parks and recreation opportunities for our community. Since its inception in 2004, the District has adapted to meet the needs of the community and has seen significant program growth in recent years. PenMet Parks owns and operates over 650 acres of land which includes 22 parks, properties, ballfields, and playgrounds and provides recreational programs and activities for community members of all ages. Strong demand for high-quality sports and recreation programs, and access to a diverse portfolio of well-maintained parks and properties, is expected to continue. To learn more, visit [penmetparks.org](http://penmetparks.org).

### **Key Responsibilities of the Director of Administrative Services:**

- Creates and manages the vision, mission, goals, and strategic plan for the Administrative Services division to support the organization.
- Uses sound professional judgement to make recommendations and take actions in the areas of administration, customer service, communications, human resources, insurance, office clerical and support services, and other administrative functions.
- Establishes, implements, and maintains consistent District-wide customer service standards.
- Designs and implements budgets, processes, and policies that support efficient service delivery and meet the organization's administrative needs.
- Manages the organization, retention, and destruction of the District's records and ensures compliance with regulatory requirements.
- Oversees human resources practices, policies, and procedures.
- Oversees the employee life cycle of hiring, onboarding, training, development, performance management, and exiting employees.
- Plans, directs, and performs communication designed to keep the public informed of the organization's programs, accomplishments, and information.

- Writes compelling, on-brand, content for all of the organization's communications needs.
- Manages PenMet Parks facilities to ensure operations are consistent with customer experience expectations.
- Manages community partnerships.
- Coach, mentor, manage and train direct report staff.
- Create a culture where information sharing, team-based resolutions, and cross-training are encouraged and staff is held accountable for goal achievement and results.
- Work with Division staff to proactively identify opportunities to improve systems, processes, and services.
- Develop and maintain an inclusive work environment that respects diverse ideas, backgrounds, and styles.
- Performs other duties and projects as assigned.

### **What the Successful Candidates will have:**

#### **Education and Experience:**

- A bachelor's degree from an accredited college or university in administrative services, communications, human resources, or a related field.
- Eight years of increasingly responsible experience in administrative management with at least four years of experience supervising staff.
- Experience providing support to internal and external customers.
- Experience in human resources and/or communications is strongly preferred.

#### **Knowledge, Abilities and Skills:**

- Ensures work is thoughtfully and professionally completed with a high level of attention to detail.
- Prioritizes and organizes work plans based on objectives and desired outcomes.
- Assesses situations proactively and effectively and takes initiative with minimal supervision.
- Works cooperatively and collaboratively with internal and external customers, partners, and the public.
- Possesses strong written, listening, and verbal communication skills.
- Provides high-quality, responsive, and personable customer service to a broad range of internal and external customers.
- Handles sensitive situations and confidential information with professionalism and discretion.
- Effectively applies a thorough knowledge of the organization and its policies, procedures, and regulations to all actions.
- Strong attention to detail and high level of accuracy.
- Provides high-quality, responsive, and personable customer service to a broad range of internal and external customers.

- Creates an environment for employees to work cooperatively and collaboratively with internal and external colleagues, the Board of Park Commissioners, contractors, partners, and the public.
- Skilled in conflict resolution and providing excellent customer service to a broad range of participants and constituents.
- Produces and delivers professional-quality written documents, marketing materials, and reports.
- Proficient in Microsoft Office and Adobe.
- Proficiency in registration software, accounting software, work order software, and/or point of sale software is preferred.

**PenMet Parks offers a robust benefits package, which includes:**

- Health and Dental Benefits
- Vacation and Sick Leave
- Paid Holidays
- State Retirement Program

*If this position looks like a fit for you, submit your cover letter, resume, and three professional references to [executivedirector@penmetparks.org](mailto:executivedirector@penmetparks.org).*