

**Five Rivers MetroParks  
Job Description**

<b>Job Title</b>	Chief of Strategic Support Services	<b>Department</b>	N/A
<b>Grade Level</b>	35	<b>Reports To</b>	Chief Executive Officer
<b>FLSA Status</b>	Exempt	<b>Approved Date</b>	2/2026

**SUMMARY**

The position serves as a member of the executive leadership team and is responsible for executive oversight of internal and external communications strategy, enterprise coordination, continuous improvement, performance measurement, and organizational alignment in support of agency strategies and priorities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*To perform this job successfully, an individual must perform essential duties to expected performance standards. Reasonable accommodations are made as required for persons with disabilities as defined under the Americans with Disabilities Act. The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment.*

- Serve as a member of the executive leadership team. Provide leadership and direction to assigned areas of responsibility.
- Provide executive direction and organizational alignment to support implementation of the comprehensive master plan, strategic plan, and other agency plans, cross-functional initiatives, as well as operating and capital budgets that support MetroParks’ vision, mission, and goals.
- Establish priorities and resource allocation across assigned departments to ensure alignment with agency goals.
- Provide executive oversight of the development, coordination, and resourcing of effective internal communications systems and practices across the organization, including evaluating organizational needs, clarifying functional ownership, and aligning responsibilities among Human Resources, Marketing and Community Engagement, and other departments as appropriate.
- Oversee development and administration of operating and capital budgets for assigned departments and provide recommendations regarding agency-wide resource allocation.
- Ensure appropriate staff are engaged with budget input, monitoring, and evaluation for their areas of responsibility.
- Conduct effective negotiations and represent the agency in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Ensure all processes, policies, plans, and information related to the Commission for Accreditation of Park and Recreation Agencies (CAPRA) standards within designated area of responsibility are current and compliant with existing standards.
- Ensure the timely preparation of complete and accurate staff work for presentation to executive leadership, the Board of Park Commissioners, citizen committees, and other organizational or community groups, and perform research and analysis for presentations related to Strategic Support services and other assigned areas.
- Understand, interpret, explain, and apply local, state, and federal law and regulations governing Strategic Support services and other assigned areas.

- Exercise sound judgment within general policy guidelines; establish and maintain effective working relationships with community partners and other commissions and boards, officials, staff, private and community organizations, developers, and others encountered in the course of the work.
- Empower and prepare staff to achieve the mission, goals, objectives, and initiatives of the agency. Develop leaders by providing mentoring, guidance, direction, and support.
- Ensure that staff are accountable to individual responsibilities and foster a sense of empowerment for decision-making at all levels.
- Serve as an active member on local, state, and national professional boards and committees to enhance connections, networking, and information sharing.
- Maintain confidentiality of sensitive records and information.
- Work assigned schedule, exhibit regular and punctual attendance and work outside of normal schedule as needed.

#### **ADDITIONAL RESPONSIBILITIES**

- Provide service to the public, responding to questions, helping, and providing information.
- Collaborate within and across organizational boundaries to provide information and service for the effective operations of the agency and all staff.
- Advocate and build relationships and partnerships within the local, state, and national legislative community to strengthen and build advocacy, engage the community, and further the agency's mission.
- Represent the agency at local, regional, state, and national conferences and other forums.
- Perform other duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

- Maintain responsibility for the overall leadership and direction of various work units.
- Manage in accordance with delegated authority, and the agency's policies, applicable laws, and regulations.
- Maintain responsibility for timely and effectively accomplishing the delegated mission of the functional area, and for accomplishing the strategic goals in accordance with MetroParks' strategic plan and initiatives.
- Manage various employee levels and make major personnel decisions in consultation with Human Resources staff. Delegates job responsibilities, maintains effective organizational communications, and consistently follows sound management principles and practices.
- Conduct supervisory responsibilities in accordance with the agency's rules, policies, and applicable laws.
- Plan, organize, direct, and evaluate the performance of subordinate staff.
- Establish priorities, performance requirements and personal development targets connected to the organization's goals, objectives, and initiatives; regularly monitors performance and provides coaching for performance improvement and development; provides recommendations related to hiring, compensation, and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies.
- Ensure that subordinate staff is accountable to individual responsibilities and fosters a sense of empowerment for decision-making at all levels.
- Encourage a sense of urgency, fun and satisfaction toward meeting the agency's goals and objectives.

#### **EQUIPMENT OPERATED**

Computer; laptop; printer; calculator; copier; fax machine; telephone; other standard office equipment; and vehicles.

## **CONFIDENTIAL INFORMATION**

Personnel and labor relations matters and issues, organizational strategic planning, restructuring plans, budget, and financial reports, confidential or sensitive information discussed with the executive team, information contained in personnel files, and other confidential or sensitive information.

## **QUALIFICATIONS**

***To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. A combination of appropriate education, training, course work, and experience may qualify an applicant to demonstrate the required knowledge, skills, and abilities. An example of an acceptable qualification is:***

- A bachelor's degree from an accredited college or university with major coursework in public administration, business administration, or a closely related field.
- Seven (7) years of management experience in the administration or operations within a local government agency, including service in a supervisory or managerial capacity. Experience must include senior-level management responsibility overseeing multiple and diverse functional areas, divisions, or departments, or an equivalent combination of education, training, and experience.
- A master's degree in public administration is highly desirable.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Certified as a Parks and Recreation Professional or Parks and Recreation Executive, Society for Human Resources Management (SHRM), International City/County Management Association (ICMA), or related field.
- Valid Ohio Drivers' License which meets FRMP insurance carrier guidelines.

## **JOB COMPETENCIES**

***Employees who are successful in performing this job typically exhibit the following competencies.***

### **Leadership Skills:**

- Advanced leadership and management expertise in guiding complex public sector organizations.
- Collaborative strategic planning for development of staff and resources consistent with the agency's philosophy and practice of transparency, ethics, and credibility.
- Professional development leadership that encourages growth and effectiveness of assigned staff.
- Mission-focused organizational leadership that reinforces agency goals and values.
- Change management proficiency for implementing constructive organizational improvements.
- Regulatory and industry awareness to anticipate trends and ensure compliance.
- Executive advocacy skills that represent the agency positively to external stakeholders.

### **Management Style:**

- Collaborative leadership approach that is accessible and team oriented.
- Professional integrity and ethical standards that model high expectations for conduct.
- Interdepartmental collaboration skills for working effectively with executive leadership, external organizations and groups, and staff.
- Initiative and organizational agility in managing multiple priorities and processes.
- Staff motivation and recognition practices that support high performance.
- Trust-building leadership presence that promotes transparency and open communication.
- Innovative problem-solving mindset for addressing organizational challenges.

### **Language Skills:**

- Technical and analytical comprehension for interpreting reports and professional publications.
- Customer service communication skills for responding to inquiries and concerns.

- Intergovernmental and regulatory communication skills for working with outside agencies.
- Public presentation expertise for effectively addressing Board of Park Commissioners, leadership, staff, and community groups.
- Written and verbal communication proficiency with strong interpersonal effectiveness.
- Conflict management and negotiation skills for resolving sensitive issues.

**Mathematical and Financial Skills:**

- Ability to work with mathematical concepts required to develop and manage budgets and oversee or perform other standard business accounting practices.
- Ability to apply mathematical calculations relevant to practical work and reporting situations.
- Quantitative reasoning skills applicable to organizational analysis and reporting.

**Reasoning and Analytical Skills:**

- Ability to define problems, collect data, establish facts, draw valid conclusions, and develop solutions.
- Decision-making judgment in addressing abstract and concrete organizational challenges.
- Critical thinking skills for evaluating complex and varied information.

**Other Knowledge, Skills, and Abilities:**

- Technology proficiency in Microsoft Office and related software systems.
- Capital program management, planning, and evaluation.
- Risk management

**PHYSICAL DEMANDS**

*The following physical demands are representative of those that are typically performed by an employee while performing the essential functions of this job. These physical demands are not considered to be job qualification requirements but rather help identify where and how reasonable accommodation may be provided when an otherwise qualified person is unable to perform the job’s essential duties due to a disability covered by the ADA.*

The employee frequently sits and regularly walks and stands. The employee is occasionally required to use hands to finger, handle, or feel and talk or hear. The employee frequently lifts negligible weights but occasionally lifts and/or moves up to forty (40) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment is typically that of an office setting. The employee is occasionally exposed to outside working conditions and to dust, dirt, debris, and other conditions typical to a construction site.

**RELATIONSHIPS AND CONTACTS**

Regular contact with executive leadership and management staff representing all functional areas and the FRMP Board of Park Commissioners. Frequent external contact with consultants, professionals, representatives of political subdivisions and other parks, park visitors, and members of the public, and various other agencies, organizations, and individuals.

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Signature of Employee

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Date