



To preserve, restore and enhance Memorial Park for the enjoyment of all Houstonians, today and tomorrow.

Park Services Supervisor

Position Summary

The Park Services Supervisor leads the Park Services Team in administering park reservations, permits, rentals, and parking programs across Memorial Park. This role oversees front desk operations, customer service standards, staff training, and visitor communications while establishing team priorities and ensuring consistent service delivery. Through effective leadership and operational coordination, the Park Services Supervisor role helps deliver exceptional visitor experiences while supporting departmental goals and earned revenue objectives.

This role reports to the Park Operations Manager.

- **Work Location:** On-site at Memorial Park
- **Schedule:** Tuesday-Saturday at 8:30 AM – 5:00 PM; occasional evenings and weekends required based on operational needs (seasonal adjustments may apply)
- **Employment Status:** Full-Time
- **FLSA Status:** Exempt (Salaried)
- **Benefits:** Full-time employees are eligible for medical, dental, and vision coverage; paid time off; short- and long-term disability; and 401(k) retirement plan. Part-time employees are not eligible for benefits.
- **Salary:** \$55,000-\$65,000

Key Responsibilities

Reservations, Permitting, & Premier Rentals

- Oversee all park reservations and permit processes, including picnic areas, pavilions, facility rentals, parking permits, fitness permits, food vendor permits, film and photography permits, and premier rentals.
- Review, approve, and process reservation and permit applications while ensuring compliance with park policies, regulations, deadlines, and operational requirements.
- Maintain reservation management systems and ensure data accuracy.
- Develop and maintain reservation, permitting, and event coordination procedures, training materials, and operational standards.
- Serve as the primary liaison for park users, vendors, event organizers, and permit holders throughout the reservation and permitting process.
- Collect fees, deposits, and revenues; process refunds when applicable; and monitor earned revenue performance.
- Coordinate logistics, scheduling, and communication for reservations, permit holders, vendors, and premier rentals
- Partner with Park Operations to ensure successful reservation execution, site preparation, and post-reservation restoration.

Visitor Experience & Customer Service

- Lead the delivery of exceptional customer service for park visitors, permit holders, vendors, event participants, and community partners.
- Respond to inquiries, resolve concerns, and provide accurate information regarding park facilities, programs, events, and services.
- Maintain a welcoming, professional, and inclusive visitor experience across park facilities and reservable spaces.
- Monitor visitor activity and facility usage, identify concerns, and communicate operational, maintenance, safety, or visitor issues to appropriate staff.
- Educate park users on park rules, policies, and responsible use of park amenities.
- Coordinate with Marketing & Communications to ensure visitor information, signage, maps, and public-facing communications are accurate and up to date.
- Collaborate with Engagement to support FOMP events, community programs, and public engagement initiatives.
- Support volunteer and ambassador programs that promote park stewardship and visitor engagement.
- Gather visitor feedback and recommend improvements to services, amenities, programs, and operations.

Staff Leadership & Development

- Supervise, train, schedule, and support Park Services staff.
- Ensure consistent front desk and visitor services coverage.
- Develop staff training materials, standard operating procedures, and operational guidelines.
- Monitor staff performance and maintain established service standards.
- Foster a customer-focused, collaborative, and service-oriented team culture.

Budget & Resource Management

- Support the development and administration of the departmental operating budget and revenue goals.
- Track reservation, permitting, parking, merchandise, and other earned revenue activities.
- Forecast operational, material, equipment, and contractor needs.
- Monitor supply usage and coordinate procurement requests.

Safety & Operational Accountability

- Ensure professional and courteous interactions with park visitors and uphold service standards.
- Enforce safety policies and ensure compliant field operations.
- Reinforce proper equipment use, required training, and risk mitigation practices.
- Respond to safety incidents in coordination with Park Operations leadership.

Minimum Qualifications

- Five (5) or more years of professional experience in parks, recreation, hospitality, visitor services, facility operations, event management, or a related field; at least two (2) years in a supervisory capacity.
- Advanced knowledge of customer service, visitor engagement, and public facility operations.

- Proven ability to supervise, train, schedule, and support front-line customer service or visitor services staff.
- Experience coordinating reservations, rentals, permits, events, vendor services, and other customer-facing operations, including budget support and revenue-generating activities.
- Proficiency with Microsoft Office and digital work order or asset management systems.
- Valid Texas driver's license.

Preferred Certifications

- N/A

Physical & Environmental Requirements

- Ability to perform physically demanding outdoor work in varying weather conditions.
- Capacity to bend, kneel, crouch, climb, and stand for extended periods.
- Lift and carry up to 50 pounds on a repetitive basis.
- Safely operate motorized vehicles and power equipment.
- Work safely in high-traffic public environments.
- Perform work at heights following required safety training.

Safety Expectations

All employees share responsibility for maintaining a safe work environment. Staff must follow established safety procedures, use required personal protective equipment (PPE), exercise caution in all work activities, and immediately report hazards, unsafe conditions, or injuries to supervisors.

Disclaimer

This job description outlines the general nature and scope of work for this position. It is not an exhaustive list of all duties, responsibilities, and qualifications required. Additional tasks may be assigned as needed to support Memorial Park Conservancy's mission and operations.

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