General Statement of Duties

Performs intermediate level instruction and guidance to participants in organized recreational programs, classes, and activities.

Distinguishing Characteristics

The Recreation Assistant assists with a variety of recreational and facility activities and functions, which includes assisting on the front desk, ensuring cleanliness of facility, and assisting with instruction of organized sports and physical activities.

The Recreation Instructor provides instruction to participants in organized recreational programs, classes, and activities, which includes developing curriculums and instructional plans, leading and teaching participants, and evaluating the effectiveness of programs.

The Recreation Services Representative is responsible for guest relations, which includes managing front desk activities and functions, supporting recreation center operations, membership enrollment, and assisting with inventory and maintaining records and files.

The Recreation Program Coordinator plans, coordinates, and implements citywide recreation programs, activities, and special events, which includes identifying community and customer needs, evaluating program effectiveness and participation levels, community outreach to recruit sponsors and market programs, and overseeing program budget activities.

The Recreation Center Coordinator maintains the operations of a Recreation Center and coordinates facility usage, programs, and activities held within the facility, which includes oversight of recreation center, ensuring safety and adherence to policies and procedures, identifying community and customer needs, and overseeing facility budget activities.

The Recreation Supervisor supervises the operations of a recreation center, which includes oversight of both recreational programs and facility activities and functions, implementing process improvements, performing the elements of supervision, coordinating special events and activities, and overseeing the recreation center’s operational budget.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents are discussed with the supervisor before being initiated.
Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

By position, performs lead work over temporary employees or volunteers.

Essential Duties

Greets and communicates with recreation guests in-person or by telephone using F.A.C.E. philosophy (friendly, attentive, consistent, and empowered) regarding recreation services and activities.

Provides instruction and guidance to participants in organized recreational programs, classes, and activities.

Organizes, leads, and teaches a variety of recreational programs, activities, and classes.

Develops curriculum and instructional plans to achieve established objectives.

Executes instructional plans using prescribed and accepted teaching methods, which includes coaching of groups or individuals.

Provides a safe and supportive learning environment for all participants.

Evaluates physical skills and abilities and communicates progress to program participants and makes recommendations for improvements.

Effectively communicates with a variety of program participants and non-participants to answers questions and follow up on program participation and guidelines as necessary.

Sets up and takes down equipment prior to and after classes or games.

Reviews completed participant program evaluations forms and uses findings to increase program and instructional effectiveness.

Assists with the coordination and administration of special events.

Assists with community outreach and engagement plans focused on recreation centers or recreational programs.

Assists with training new staff members.

Monitors guest adherence to facility rules, policies, procedures, and safety standards and reports disruptive behavior to appropriate staff members.

Assists with emergency situations such as evacuations, medical emergencies, suspicious behavior and activity, or other unexpected situations as necessary.

By position, performs various administrative tasks in support of a recreation center or recreational program.
Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed above; however, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively; considering the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Program Planning and Facilitation – Develops program concepts, documents criteria and objectives, implements plans, effectively instructs and guides participants, evaluates results, and recommends corrections to enhance overall product.

**Knowledge & Skills**

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of basic fundamentals and techniques of athletics, fitness, cultural and social activities, arts and crafts, and the principals and regulations of recreation.

Ability to perform a variety of duties related to the work assignment.

Knowledge of inventory techniques sufficient to be able to maintain an adequate level of supplies.

Skill in utilizing computer software to accomplish a variety of tasks.

Skill in maintaining and ensuring cleanliness of equipment.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

One (1) year of experience in assisting in the operation and instruction of organized recreation activities.
Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Requires certification in CPR and First Aid within 6 months of date of hire.

By position, requires a valid driver’s license at the time of application. *(Employees may be eligible to drive department/city vehicles for transportation and subject to motor vehicle record check and required to pass a city sponsored driver safety training course.)*

Licenses and certifications must be kept current as a condition of continued employment.

Working Environment

Potential exposure to cold temperatures, cold enough to cause marked bodily discomfort.
Potential exposure to heat temperatures, hot enough to cause marked bodily discomfort.
Potential exposure to humid conditions with high moisture content to cause bodily reactions.
Subject to noise causing distractions to personal safety, awareness of surroundings, people and events.
Subject to many interruptions.
Subject to varying and unpredictable situations in an indoor/outdoor setting.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

*(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.)*

Standing: remaining on one’s feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Carrying: transporting an object usually by hand, arm, or shoulder.
Pulling: exerting force upon an object so that it is moving to the person.
Pushing: exerting force upon an object so that the object is away.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
Fingering: picking, pinching, or otherwise working fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Vision Far Acuity: ability to see clearly at 20 feet or more.
Vision Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Balancing: maintaining body equilibrium to prevent falling over.
Crawling: moving about on hands and knees or hands and feet.
Crouching: bending body downward and forward by bending legs.
Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.
### Background Check Requirement

- Criminal Check
- Employment Verification
- By position, Motor Vehicle Record
- Licenses/Certification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

Pay Grade: A-607  
FLSA Code: N  
Management Level: 10  
Established Date: 9/21/2018  
Revised Date: 10/31/2019  
Revised By: John Hoffman  
Class History:

- 10/31/2019 – Updated class specification language throughout document.  
- 06/11/2019 – Updated working environment verbiage.