



Office of Human Resources
Recreation Supervisor - CA2584
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General Statement of Duties

Plans, coordinates, and supervises the operations of a recreation center by delivering recreation activities, services, and programs, provides day to day leadership, and works with staff to ensure a high-performance, customer service oriented work environment that supports the department's mission and goals and customer expectations.

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.

Level of Supervision Exercised

Supervises two or more employees involved in recreational activities.

Essential Duties

Provides day to day leadership over a recreation center and works with staff to ensure a high-performance, customer service oriented work environment that supports the department's mission and customer expectations.

Recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of recreation staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Establishes and maintains positive working relationships with community groups and other organizations to identify and assess community needs, develop and modify programs, and guide implementation to improve services.

Coordinates special events, activities, and programs and collaborates with other recreation staff to develop interagency coordinated programs.

Serves on committees that create or modify recreation and athletic programs, fee structures, policies, and related ordinances.

Makes recommendations to develop or modify a recreation center budget and allocates resources in accordance with the principles and practices of program based budgeting.

Implements and enforces rules and policies for recreation participants.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Trains new staff members, ensures staff understands policies and procedures, and ensures that work conforms to standards and regulations.

Provides work instruction, assists employees with difficult and/or unusual assignments, and mentors staff members.

Implements safety standards and develops procedures to ensure compliance.

Performs other related duties.

Any one position may not include all of the duties listed. 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.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of the objectives of a planned community recreation program sufficient to be able to plan, coordinate, and direct activities.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Education Requirement

Bachelor's Degree.

Experience Requirement

Three (3) years of experience in recreational operations or in a core recreation function(s).

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Requires certification in CPR/First Aid at the time of application or by the completion of probation.

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

Working Environment

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

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.

Stooping: bending the body by bending spine at the waist.

Reaching: extending the hand (s) and arm(s) in any direction.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Far Visual Acuity: ability to see clearly at 20 feet or more.

Near Visual Acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: