



Office of Human Resources  
Senior Recreation Supervisor Senior - CA2834  
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### General Statement of Duties

Supervises the operations and staff in two of the following three areas: a recreation center, a core program area(s), or a city-wide program(s). Delivers recreation activities, services, programs, and events, 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

There are two levels of supervisory classes in recreation, the Recreation Supervisor and the Recreation Supervisor Senior. Both classes perform similar duties; however, a Recreation Supervisor Senior is responsible for the supervision of two of the following three areas: a recreation center, a core program area, or a city-wide program(s). Core program area(s) include Youth Sports, Arts and Culture, Fitness, Active Older Adults, Guest Relations, and Social Enrichment. A Recreation Supervisor is responsible for supervising the operations and staff of a recreation center.

### Level of Supervision Exercised

Supervises two or more employees involved in recreational activities.

### Essential Duties

Provides day to day leadership over two of the following three areas: a recreation center, a core program area(s), or a city-wide program(s) and works with staff to ensure a high-performance, customer service oriented work environment that supports the department's mission and customer expectations.

Works in conjunction with the Directors of Recreation to provide mentoring to local and neighborhood recreation supervisors and center staff members to improve overall operations, scheduling, and risk management.

Administers comprehensive recreational programs and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

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

Cultivates, fosters, and maintains positive working relationships with elected and/or appointed officials, community groups, and other organizations to identify and assess community needs, develop and modify programs, initiate action plans, and guide implementation of improvements to services and programs.

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

Represents the department and chairs or serves on committees that create or modify city-wide recreation and athletic programs, fee structures, policies, and related ordinances.

Implements and enforces rules and policies for recreation participants.

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

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.

Assists employees with difficult and/or unusual assignments.

Implements safety standards and develops procedures to ensure compliance.

Performs other related duties as assigned.

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.

**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.

**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.

**Planning and Evaluating** - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

**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 the activities of athletics, fitness, cultural/social, and/or arts and crafts in a comprehensive recreation unit.

Knowledge of techniques and practices used in providing recreational activities to special groups or for special events sufficient to be able to provide recreation programs for handicapped, seniors and other groups.

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.

**Education Requirement**

Bachelor's Degree.

**Experience Requirement**

Three (3) years of supervisory experience in recreational operations, core recreational function(s), and/or city-wide program administration in a community recreation program.

**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 within six months of hire date. Licensure and certification must be kept current as a condition of employment.

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

**Working Environment**

Personal Safety: aware of surroundings, people, and events.

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

**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.):

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Hearing: perceiving the nature of sound by the ear.

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

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Reaching: extending the hand (s) and arm(s) in any direction.  
Sitting: remaining in the normal seated position.  
Standing: remaining on one's feet in an upright position.  
Stooping: bending the body by bending spine at the waist.  
Talking: expressing or exchanging ideas by means of spoken words.  
Vision Far acuity: ability to see clearly at 20 feet or more.  
Vision Near acuity: ability to see clearly at 20 inches or less.  
Walking: moving about on foot.

### Background Check Requirement

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

### Assessment Requirement

Professional Supervisor

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: A-810**  
**FLSA Code: Y**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date: 7/27/2020**  
**Revised By: GT**  
**Class History: GT - Updated job title and distinguishing characteristics.**