



MARCH 2016
FLSA: EXEMPT

RECREATION SUPERVISOR

DEFINITION

Under general direction, plans, organizes and provides supervision and oversight for assigned recreation programs and activities which may include: aquatics, special events, facilities, youth and adult sports, teen, senior, therapeutic, volunteer, neighborhood, historic properties and restoration, library, cultural arts, and theater management; recruits, trains, supervises and evaluates subordinate professional and paraprofessional recreation workers and volunteers; develops schedules, registration processes and fees for recreation services; conducts outreach and marketing activities with users, donors, sponsors and community groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Program or Division Manager. Exercises direct and general supervision over assigned staff, contractors, and volunteers.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the recreation services series responsible for day-to-day coordination and supervision of various activities and services administered within the Parks and Community Services Department. Areas of assignment may include Aquatics, Special Events, Facilities, Teen Programs, Youth and Adult Sports, Seniors Programs, Historic Properties and Restoration, Library, Cultural Arts, Theater Management,, Therapeutic Programs, Facility Rentals, Volunteers and Neighborhood and Community Programs.. Recreation Supervisors are expected to exercise a high degree of expertise, initiative and independent decision-making to insure customer satisfaction. The class is distinguished from Program Manager by the latter's broader responsibility for management of a major specialty area or comprehensive City-wide recreation program. It is further distinguished from the Recreation Coordinator by the latter's assignment to a specific center, targeted program or special events and activities.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises recreation staff, including determining workloads and schedules, implementing and interpreting policies and procedures, effectively evaluating staff and making hiring and disciplinary recommendations.
- Plans, organizes, conducts and coordinates a wide variety of recreational and community service programs at a park, center and/or other recreation facility, including meeting with public groups and communities to explain and promote programs; schedules activities and programs; coordinates programs with those of other departments and agencies.
- Oversees the day-to-day operations, including janitorial, maintenance and usage, including rental, City usage and community programming of a facility.

- Monitors program activities, including approving expenditures and ensuring activities are running smoothly; responds to questions and complaints.
- Prepares a variety of reports and other documents such as operating, activity and statistical reports, promotional materials and agenda items; presents materials to interested groups.
- Provides input into the development of budgets, including determining staffing and materials; develops fundraising campaigns and solicits sponsor and sponsor ship packages.
- Oversees rental and registration activities and ensures accurate record keeping for program receipts.
- Maintains contacts with neighborhood groups, schools, businesses, law enforcement agencies, volunteer and other community groups and provides necessary coordination of services.
- Instructs and supervises recreation staff and volunteers in the performance of assigned duties and checks on the completion of work.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of recreation and community service program development and administration, including program implementation, review, and evaluation, budgeting, and purchasing.
- Principles, practices, and service delivery needs related to facility rentals, classes, and community events.
- Procedures for planning, implementing including marketing, and maintaining a variety of recreation and leisure activities and programs through community participation.
- Principles, practices, and techniques used in the conduct of an effective marketing program, including public communication through various media channels, and the development of various promotional materials.
- Recreational, cultural, age-specific, and social needs of the community.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of contract administration and evaluation.
- Principles and practices of risk management.
- Principles and practices of public relations techniques.
- Principles and procedures of record-keeping and report preparation.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively dealing with individuals of various ages, various socio-economic and ethnic groups, and effectively representing the City in contacts with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff, contractors, and volunteers.

- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Develop, plan, coordinate, and implement a variety of recreational programs and facilities usage suited to the needs of the community.
- Prepare and monitor program budgets.
- Negotiate and administer contracts.
- Prepare clear and concise reports, correspondence, and other written materials.
- Make accurate business arithmetic and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework in recreation administration, physical education, leisure services or a related field and five (5) years of professional recreation experience, which must have included one (1) year of lead or supervisory experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

At the option of the appointing authority or the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, certifications, or specialized education and training relevant to the area of assignment., which may include:

- First Aid Certification
- CPR Certification
- Water Safety Instructor Trainer
- Certified Pool Operator

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer, to operate a motor vehicle, and to visit various City, recreation, and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing and walking between work areas may be required. Finger dexterity is needed to access,

enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment and in the field. When in the office, incumbents work in an environment with moderate noise levels, and controlled temperature conditions. When in the field, employees are occasionally exposed to loud noise levels, cold and/or hot temperatures, toxic/hazardous chemicals, mechanical and/or electrical hazards. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work a varied schedule of hours, which may include early mornings, evenings, weekends, and holidays, at a variety of City facilities.