



**MARCH 2016**  
**FLSA: NON-EXEMPT**

## **RECREATION TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of technical support, clerical, and lead worker functions related to recreation facility and program operations, including working with clients regarding facility rental and setup; coordinates and directs the work of hourly employees and volunteers; monitors day-to-day operation of classes and facilities; performs clerical duties involving payment of fees, permits, insurance, and scheduling; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a Recreation Coordinator, Recreation Supervisor, or Recreation Program Manager. May provide work direction, training, and guidance to lower-level, temporary, or seasonal staff and volunteers.

### **CLASS CHARACTERISTICS**

This is the fully competent-level of the recreation services series. Incumbents are responsible for direct and on-going contact with and assistance to individuals and organizations renting facilities, and participating in Parks and Community Services programs, classes, and events; insures understanding of and adherence to Department and City rules and regulations by facility users; sets up and takes down furniture and equipment for classes and events; provides staff coverage during extended hours of operations. The class is distinguished from the Recreation Coordinator in that the latter is the first professional level with a four-year degree requirement and responsibilities that include management of comprehensive recreation programs and services at a specific center or City-wide specialized and targeted programs, events, and services.

### **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.*

- Assists in providing recreation programs and services, including coordinating, implementing and scheduling programs and services for various age groups and interests.
- Works with renters and potential renters of City facilities in planning upcoming events, ensuring that clients understand and adhere to City policies, remit fees on time, obtain permits and insurance and develop room layouts; answers questions on status of room rentals, facilities, approved caterers, policies and fees; maintains an album of photos of past events, decorations and set-ups.
- Monitors day-to-day operations of programs, classes and facilities, including ensuring that rooms are appropriately configured and that equipment is available; maintains records of room set-ups for City classes.

- Directs the work of hourly and volunteer staff, including selecting and training staff, and monitoring and determining workloads and schedules; updates a procedural manual for part-time employees including Building Attendants and Recreation Leaders.
- Monitors facilities and storage areas for cleanliness and condition of equipment; adjusts and moves items to proper areas.
- Inventories and requests purchases for supplies; locks, unlocks and secures doors and facilities.
- Performs clerical duties such as tracking class payments, room rentals, volunteer's hours and class schedules; prepares daily deposits.
- Responds to requests, complaints and inquiries from class instructors, rental groups and the public; responds appropriately to emergency situations and provides crowd control and evacuation if needed.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Procedures for planning, implementing, and maintaining a variety of recreation and leisure activities and programs.
- Recreational, cultural, age-specific, and social needs of the community.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to the program area and facilities to which assigned.
- Recreation site management and oversight.
- Basic principles of employee and volunteer supervision and training.
- Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary resuscitation (CPR) methods.
- Applicable safety precautions and procedures related to the program area(s) and facilities to which assigned.
- Principles and practices of basic public relations techniques.
- Principles and procedures of record keeping, cash handling, and report preparation.
- Business arithmetic and statistical techniques.
- 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:**

- Plan, oversee, implement, and coordinate assigned recreation program operations and activities, as well as staff, contractors, and volunteers.
- Plan and prepare recreation activities, reports, and other related program materials.
- Understand the organization and operation of recreation programs and facilities necessary to assume assigned responsibilities.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Work independently while supervising facilities and user groups.

- Understand, interpret, and apply facility use policies and procedures.
- Lift and move tables and chairs and arranging facilities for community events and/or meetings.
- Handle rescues, medical emergencies and injuries in a calm and effective manner, including providing basic first aid and adult and/or child cardiopulmonary resuscitation (CPR).
- Maintain facilities and equipment in a clean, safe, and secure manner.
- Operate modern office equipment including computer equipment and software programs.
- Maintain accurate logs, records, and basic written records of work performed.
- 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 the completion of the twelfth (12<sup>th</sup>) grade and one (1) year full-time or its equivalent of customer service experience which must have included recreational activities.

**Licenses and Certifications:**

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:

- A valid California Driver's License.
- 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; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must possess the physical stamina to lift and move tables and chairs, arrange facilities for community events and/or meetings. 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 occasionally 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 may work in the field and are frequently exposed to loud noise levels, cold and/or hot temperatures, vibration, confining workspace, 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.