



## ADMINISTRATIVE SERVICES DEPARTMENT

**RECREATION AND COMMUNITY SERVICES COORDINATOR****DEFINITION**

Occupants of this classification are in the classified service. The positions assigned to this classification are responsible for planning, organizing, implementing and supervising, recreation, community services, and social services programs.

**SUPERVISION RECEIVED AND EXERCISED**

The Recreation and Community Services Coordinator works under the general direction of the Parks, Recreation and Community Services Director and/or his/her designee. Responsibilities may include supervision of part-time recreation and community services staff, interns, contractors, and volunteers.

**ESSENTIAL JOB DUTIES**

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Plan, organize, direct, and evaluate the activities, operations and facilities of assigned programs, events and activities. Coordinate logistics including scheduling, attendance, and supervision.
2. Provide stellar customer service, act as a liaison, and promote positive public relations with all patrons, City Staff, community groups, other governmental agencies, clubs, organizations, businesses and non-profit agencies.
3. Establish a rapport with program participants and deals with members of the public in a courteous and positive manner. Displays a caring, understanding and ethical attitude towards program participants and members of the public.
4. Identify and evaluate community recreational, leisure, cultural, and service needs and recommend appropriate new or expanded programs and resources.
5. Research, analyze and monitor trends and strategies to continually improve services and meet customer expectations.
6. Perform various administrative tasks in a timely, productive, efficient, and effective manner.
7. Facilitate and monitor registration for programs, activities, events, classes, and camps.
8. Monitor program, event and facility activities and operations, and assist in ensuring compliance with applicable risk management policies, laws, rules, regulations, and best practices.
9. Maintain, track and assess all equipment and supplies and recommend necessary replacement and purchases; maintain appropriate inventory of and properly store equipment and supplies.
10. Establish and maintain a competent work force through appropriate recruiting, training, supervising, and motivating, staff, contractors, and volunteers. Exhibit effective leadership, instructional skills and training in all programs, events and activities managed. Monitor and coach assigned staff, contractors, and volunteers ensuring all laws, rules, policies, and procedures are enforced and follow-up on problems and complaints.
11. Work with parks maintenance staff, public works, and/or other departments regarding park and facility repairs, services and improvements.

12. Market, promote, maintain, and create high quality publications and promotional advertisements in print and online including, but not limited to the Department Brochure/Activities Guide, social media, websites, flyers, notices, and any other marketing materials.
13. Assist in fundraising and sponsorships activities as required.
14. Research, prepare and/or present any necessary written and/or oral reports and accompanying materials for meetings, grants, media, sponsorships, budgets, Commission, City Council, Committees, Boards, correspondence, and/or newsletters.
15. Generate and maintain all necessary records, statistics, activity, and budget reports as needed.
16. Adhere to and monitor revenue collection to ensure effectiveness, accuracy and proper documentation to meet City, County, State or Federal requirements for programs, events, activities, and/or grants.
17. Perform other duties as assigned.

## **MINIMUM KNOWLEDGE, SKILLS AND ABILITY**

### **Knowledge of:**

- Principles, techniques and management of recreation, supervision, instruction of recreation and social services activities, programs, grants, contracts, and events for all ages and abilities.
- Program content for seniors, adults, teens, youth, sports, aquatics, volunteers, events, camps, classes, arts, childcare, special interests, afterschool programs, preschool, nutrition, disability services, and/or other related activities.
- Certification requirements, applicable health and safety regulations, laws, policies and requirements for assigned area(s) of responsibility.
- Office procedures, equipment and computer skills including, but not limited to basic bookkeeping, registration practices/programs, and cash handling/management.
- Budget management practices, event planning and organization skills.
- Marketing through print and online media.
- Graphic design computer programs if assigned to department marketing/graphic design.
- Customer service and conflict resolution techniques.

### **Skill and Ability to:**

- Communicate and deal tactfully and effectively with the public and fellow employees.
- Plan, implement and coordinate recreational activities, social services, events, and programs.
- Establish and maintain effective community relations and working relationships.
- Instruct, train, evaluate, and provide leadership to subordinates, volunteers and participants.
- Maintain accurate records.
- Communicate effectively in both oral and written form.
- Assess community desire, research trends, and evaluate the effectiveness of programs and services.
- Learn, navigate and produce necessary output using computer programs including, but not limited to, Microsoft products, industry-based registration/facility reservation software (i.e. CivicRec, ActiveNet), and financial software (i.e. MUNIS).
- Perform essential job tasks of subordinate staff, including having all necessary certifications, knowledge and abilities to do the job.
- Professionally respond to emergency situations.
- Produce effective marketing materials including creating necessary graphics, social media posts, website designs, and press releases.
- Maintain records, conduct research, document information and write reports.
- Interpret and monitor rules and regulations and effectively apply to assigned work.

- Multitask and organize work effectively to ensure deadlines are met while standards for accuracy and detail are achieved.
- Utilize strong interpersonal skills with a diverse socioeconomic and cultural population.
- Work independently, proactively and/or cooperatively with supervisors, colleagues, subordinates, volunteers, and members of the public.
- Provide effective customer service
- Establish and maintain effective and cooperative working relationships with officials of public and private agencies, City Council, commissions, community groups, and the general public.

## **LICENSE AND CERTIFICATE**

- Possession of a valid California driver's license.
- American Red Cross or American Heart Association Adult and Pediatric (Child and Infant) CPR, AED and First Aid certifications or ability to obtain within six months of appointment.
- If assigned to Aquatics, must possess American Red Cross Lifeguarding, Title 22 First Aid, and Water Safety Instructor certifications and ability to obtain Lifeguarding Instructor (LGI) and Title 22 Instructor certifications within six months of appointment.

## **TRAINING AND EXPERIENCE**

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be: 1) A Bachelor's degree from an accredited college or university, preferably in Recreation, Kinesiology, Nutrition, Public Administration, Marketing, Communications, Early Childhood Education, or related/applicable field of study; and 2) A minimum of two years full-time or four years part-time professional experience in recreation, public administration, physical education, special education, social services or closely related field.

## **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Require the ability to stand for long periods.
- Require the ability to walk long distances.
- Is subject to office environmental conditions.
- May be required to work in inclement weather.
- May be required to use personal vehicle in the course of employment.
- May be required to work flexible hours including evenings, weekends, and holidays.
- May be required to attend periodic evening meetings and/or to travel within or out of City boundaries.