

RECREATION AND COMMUNITY SERVICES SUPERVISOR**DEFINITION**

Occupants of this management classification are in the classified service. The positions assigned to this classification are responsible for supervising and administering recreation, community services, social services programs, events and facilities.

SUPERVISION RECEIVED AND EXERCISED

The Recreation and Community Services Supervisor works under the general direction of the Parks, Recreation and Community Services Director or his/her designee. Responsibilities may include supervision of full-time and part-time recreation and community services staff, interns 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, develop, supervise, and evaluate comprehensive recreation, community and social services programs, events, and facilities.
2. Approve, monitor, and evaluate the budget, division goals and performance measures, and related work plans.
3. Research, analyze, and evaluate programs, events, and services currently being offered and recommend new or expanded programs and resources appropriate for the community.
4. Maintain records, statistics, and activity reports as needed.
5. Research, prepare and administer various grants, fundraising and/or sponsorships.
6. Perform various administrative tasks in a timely, productive, efficient, and effective manner.
7. Establish and maintain a competent work force through appropriate recruiting, hiring, training, supervising, evaluating, disciplining, and motivating staff and volunteers. Exhibit effective leadership, instructional skills and training in all programs, events and activities supervised.
8. Coach, mentor, and develop staff, interns and volunteers ensuring all laws, rules, regulations, policies and procedures are enforced.
9. Utilize and supervise community outreach and marketing strategies to enhance public awareness of programs and services provided and to encourage program and event participation.
10. Maintains effective and cooperative working relationships with City employees, other cities, social service agencies, and the public.
11. Supervise registration and respond timely to inquiries, complaints, and service need requests.
12. Monitor and support organizations that partner and/or contract with the City.

13. Coordinate with other City departments and/or other agencies regarding events, programs and/or services.
14. Provide and instill stellar customer service, act as a liaison, and promote positive public relations with all patrons, staff, volunteers, contractors, community groups, other governmental agencies, clubs, organizations, businesses, and non-profit agencies.
15. Research, prepare and/or present necessary written and/or oral reports and accompanying materials for City meeting, presentations and activities.
16. Adhere to and monitor expenditure and revenue collection to ensure effectiveness, accuracy and proper documentation to meet City, County, State and Federal requirements for programs, events, activities, and/or grants.
17. Establish a rapport with staff and constituents in a courteous and positive manner. Display a caring, understanding and ethical attitude in order to address needs.
18. Perform other duties as assigned.

MINIMUM KNOWLEDGE, SKILL AND ABILITY

Knowledge of:

- Community outreach and marketing strategies through print, online and social media.
- Program development and effective monitoring techniques.
- Principles and practices of budgeting.
- Grant administration and development.
- Report writing techniques.
- Principles of supervision and conflict resolution techniques
- Effective customer service techniques
- Recreation, community and social services objectives, principles and techniques for the delivery of meaningful services to the public.
- Principles, techniques and management of recreation, and social services activities, programs, grants, contracts, and events for all ages and abilities.
- Certification requirements, applicable health and safety regulations, laws, policies and requirements for assigned area(s) of responsibility.
- Office procedures, equipment and computer programs including, but not limited to basic bookkeeping, registration practices/programs, cash handling/management, and Microsoft Office/Windows programs.
- Event planning and organization skills.

Skill and Ability to:

- Provide effective customer service and establish and maintain effective community relations and working relationships with management, colleagues, staff, appointed and elected officials and the public.
- Use initiative and good judgment.
- Analyze and resolve problems in a timely manner.
- Develop, recommend and implement programs, policies, procedures and regulations.
- Communicate effectively in both verbal and written form.
- Conduct research, analyze, and prepare proposals and complex reports.
- Effectively utilize a personal computer and related software.
- Interact with a diverse socio-economic and cultural population with patience, courtesy, and compassion.
- Positively represent the Department in public forums in a professional manner.

Skill and Ability to continued:

- Coordinate programs with other departments and agencies.
- Interpret, understand and effectively apply service programs while complying with policies and regulations.
- Plan, implement and coordinate recreational activities, social services, events, and programs.
- Supervise, instruct, train, evaluate, and provide leadership to staff, volunteers, contractors and participants.
- Assess community desire, research trends, and evaluate the effectiveness of programs and services.
- Professionally respond to emergency situations.
- Produce effective marketing materials including creating necessary graphics, social media posts, website designs, press releases, and more.
- Maintain records, conduct research, and seek potential funding sources.
- 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.
- Work independently, proactively and cooperatively with supervisors, colleagues, subordinates, volunteers, contractors, and members of the public.

LICENSE AND CERTIFICATES

- Valid Class C driver's license, if assigned to drive.
- 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.
- American Red Cross Lifeguarding/Lifeguarding Instructor (LGI), Title 22 First Aid/ Title 22 First Aid Instructor, and Water Safety Instructor certifications is desired if assigned to supervise aquatics.

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, Gerontology, Nutrition, Public Administration, Marketing, Communications, Early Childhood Education, or related/applicable field of study.
 - 2) A minimum of four years full-time professional experience in recreation, public administration, physical education, special education, social services or related field in a position comparable to the Recreation and Community Services Coordinator.
 - 3) A minimum of two (2) years' experience coordinating or providing technical or general supervision to others is required.
- A Master's Degree in a related/applicable field of study is desirable and may be substituted for one (1) year of work experience.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS (WITH OR WITHOUT REASONABLE ACCOMMODATION)

- 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 (required to maintain valid Driver's License and Automobile Insurance).
- 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.