



Recreation and Community Services Supervisor I/II

Class Specification

Revised 9/23
Class ID: 820
Unit: MGMT
Probation: 12 Months
FLSA: Exempt

DEFINITION

Under general direction, participates in the evaluation, development, and administration of recreation and community services programs including parks and centers, social and cultural, sports and physical fitness activities, aquatics activities, and youth, adult and older adult education development; plans, implements, supervises, and conducts classes and activities; coordinates and supervises the use, rental, operation, and maintenance of City recreational facilities; trains and supervises employees and volunteer staff; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Recreation and Community Services Director or designee. Exercises direct supervision of Recreation Coordinators, and other Recreation and Community Services and volunteer staff.

DISTINGUISHING CHARACTERISTICS

Recreation and Community Services Supervisor I - This is a journey level supervisory classification responsible for managing recreation and community services programs and the operation of Department facilities. Work involves planning and implementing a variety of programs, overall training and directing employees and volunteer staff, and promoting excellence in customer service. The Recreation and Community Services Supervisor I works within a framework of established policies and procedures in various programmatic areas to determine needs and methods of implementing a broad array of recreational, social and educational programs in accordance with the goals and objectives of the Department. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level typically perform similar duties to the Recreation and Community Services Supervisor II, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment related to work procedures and methods.

Recreation and Community Services Supervisor II – This is an advanced journey level supervisory classification providing professional and general administrative lead direction and supervision for a wide variety of recreation programs requiring considerable judgment, discretion, and independent action. Incumbents are required to have extensive experience in several areas of recreation and are responsible to independently perform work in a variety of assignments including administration of projects and programs, analysis, training, support boards and commissions, and budgets, as required while exercising judgement and initiative. Assignments and objectives are established but work methods and resources are left to the incumbents' discretion. Performance is reviewed on the basis of general results obtained.

Positions in the Recreation and Community Services Supervisor class series are flexibly staffed and positions at the Recreation and Community Services Supervisor II level are normally filled by advancement from the Recreation and Community Services Supervisor I level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Plan, develop, organize and supervise a variety of recreation, social or cultural activities for participants from pre-school to older adults including adult and youth sports and physical fitness programs, programs for at-risk populations, child care, day camps, teen programs, senior programs, arts and cultural classes, and other special events and recreation programs.

Evaluate current programs, operations, activities, facilities and technology needs, and recommend and implement adjustments and changes as appropriate to ensure quality and success; research potential new programs and evaluate recreation market trends; survey program participants to determine interests and level of satisfaction in recreation services; identify and anticipate changing community needs and develop plans, services, and programs to address these changes.

Develop, direct or assist with special events, such as field trips, concerts, educational classes, overnight and one day trips and excursions.

Supervise rental and maintenance activities for City recreation facilities; coordinate use of community parks and other City facilities; supervise the maintenance of and accounting for recreation equipment and materials; inspect facilities and equipment and recommend improvements when needed.

Interview, select, train, supervise, and evaluate assigned full-time, part-time and temporary recreation personnel and volunteers; assign and schedule work to staff.

Maintain discipline and encourage observance of required safety precautions during recreation activities; communicate plans, policies, and procedures to assigned staff and the general public; manage and monitor activities to prevent injuries and accidents.

Ensure operational compliance with relevant health, safety, and licensing laws and guidelines; maintain and update all records required by Federal, State, and local regulatory agencies.

Respond to emergencies; provide, and coordinate emergency response, administer first aid; evaluate and implement emergency and medical training procedures and policies for safety and security standards.

Assist in the development of Department policies and procedures, and goals and objectives; assist with preparing the Department budget, including assisting with forecasting funds needed for staffing, equipment, material and supplies, and assisting with monitoring and approving expenditures and implementing adjustments; prepare records relative to program revenues, expenditures and attendance levels; recommend methods of obtaining new program revenues; determine and recommend staffing needs for assigned activities and programs for the annual budget preparation; prepare detailed cost estimates with appropriate documentation as required.

Secure grants and sponsorships to support related programs; manage community and fundraising events.

Maintain records and prepare correspondence and reports; enter and retrieve registration and financial data; prepare data for studies, reports and recommendations; supervise the preparation of newsletters, literature and brochures, and public information messages.

Provide information to and work cooperatively with other departments and the general public on matters related to community services and recreation activities; provide information and respond to questions regarding recreation programs and activities; communicate plans, policies, and procedures to staff and the general public.

Attend meetings and establish collaborative relationships with community groups, educational institutions, and other agencies; participate on City committees and task forces; work with community groups and other organizations on joint projects related to recreation and community services.

If assigned to the Aquatics program, perform aquatic skill audits; assure compliance with legal codes and requirements related to lifeguard procedures and emergency operations; monitor safety certificate expiration dates of lifeguard staff.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, procedures, and methods used in planning, organizing, implementing and evaluating a broad range of recreation and community services programs.
- Rules and regulations and legal requirements associated with a variety of sports and other recreation and social/cultural programs.
- Programs and services related to the designated target population, which may include youth and teens, at risk youth, families, and senior citizens.
- Social, cultural, and recreational activities appropriate for the designated target population.
- Department policies and procedures related to program implementation and rental of City facilities.
- Recreational safety rules and regulations and emergency action plans for recreation and community services programs and activities.
- If assigned to Aquatics, pool health and safety requirements.
- Report writing and record keeping techniques.
- Operation of a variety of word processing, spreadsheet, publishing software, and other applications required for the position.
- Operation of standard office equipment including office computers and networks.
- Correct English usage, including spelling, grammar, punctuation, and standard office document formatting.
- Computer and paper record keeping, report preparation, and filing methods.
- Basic business mathematics and basic budget preparation and development

Skill or Ability to:

- Supervise, train, direct, and review the work of volunteers and/or other assigned staff.
- Plan, organize and evaluate programs and complete assignments accurately and on time.
- Establish and maintain effective working relationships with City personnel, other public agencies, and social organizations.
- Plan, organize, coordinate and direct the activities of personnel and volunteers involved in conducting recreation programs.
- Interpret City rules and regulations and other governmental regulations pertaining to the operation of recreation programs.
- Develop and implement safe work and play practices; evaluate emergency situations and respond in a safe and decisive manner.
- Represent the City effectively in meetings with staff, community and sports groups, organizations, and other government agencies.
- Communicate clearly and concisely, both orally and in writing.
- Prioritize work and develop work schedules.
- Supervise all ages and multi-cultural groups.
- Operate an office computer and software applications in a manner appropriate to the position.
- Prepare and maintain budget and accounting records for program activities.
- Understand and follow verbal and written instructions.

- Provide verbal and written instructions to assigned volunteers and workers.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

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

Recreation and Community Services Supervisor I - and three (3) years of professional experience developing and supervising a variety of recreation, social or cultural programs.

Recreation and Community Services Supervisor II - Possession of a Bachelor's degree from an accredited college or university with major course work in recreation or a related field, and five (5) years of progressively responsible experience including one (1) year of supervisory experience in recreation, community services, or a related field.

License and Certificate:

Possession of a valid driver license and a satisfactory driving record throughout employment.

When Assigned to Aquatics:

- Possession of Lifeguard Training certification and Swim Lesson/Water Safety Instructor certification within probationary period and throughout employment.
- Possession of Lifeguard Training Instructor certification within probationary period and throughout employment.

Possession of other certifications that will assist in facility or program operations are desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreational equipment, including a computer, and to operate a motor vehicle to visit and work at various City and meeting sites; 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 and 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, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds with the use of proper equipment.

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

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and direct exposure to hazardous physical substances. Employees may also work in the field and are exposed to loud noise levels, cold and hot and humid temperatures, inclement weather conditions. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.