



# City of Watsonville

## Job Description

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<b>JOB TITLE:</b>	Recreation Supervisor	<b>DATE APPROVED:</b>
<b>DEPARTMENT:</b>	Parks and Community Services	<b>SUPERSEDES:</b> N/A
<b>REPORTS TO:</b>	Recreation Superintendent	
<b>SUPERVISION:</b>	Recreation Coordinator, Recreation Specialist, Other Department Employees	
<b>EMPLOYEE UNIT:</b>	Mid Management	
<b>FLSA :</b>	Exempt	

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### JOB SUMMARY:

Under the direction of the Recreation Superintendent, the Recreation Supervisor will provide oversight to specific program areas of the Recreation Division of the Parks and Community Services Department, including management of facility rentals, special events and recreation programs. Employees in this classification receive limited supervision within a broad framework of policies and procedures. This job class is typically responsible for several recreational program areas and functions at a full supervisory level of classification.

### DISTINGUISHING CHARACTERISTICS

This job class performs professional level project planning, organization, and supervision of the City recreational services, special events and facilities. This class functions at a full administrative level. This is a mid-management classification, which requires knowledge of facility rental operations for a wide variety of facilities, including meeting rooms, multi-purpose facilities, and parks. Additionally, knowledge of special events and a variety of recreation services, such as aquatics, arts programs, adult sports, youth sports, special interest activities, older adult programs, preschool and day camps is required. The Recreation Supervisor is also responsible for budget administration, cost recovery efforts, and the development of operating procedures. As a mid-manager, the incumbent is responsible for performance evaluations, discipline, and reviewing the work of assigned staff. This classification is distinguished from the next lower classification of *Recreation Coordinator* in that the latter classification typically coordinates and supervises the activities and operations of a single program or multiple small programs, but does not possess the comprehensive program area responsibilities of the *Recreation Supervisor*. This position is distinguished from the higher classification of *Recreation Superintendent* in that the latter is possesses division-wide responsibilities.

### EXAMPLES OF ESSENTIAL DUTIES:

The following duties are performed personally, in cooperation with the Recreation Superintendent, Director of Community Services, and/or in coordination with other City staff, operating partners, other public and private organizations, and community groups. Additional duties may be assigned.

1. Supervises a comprehensive program area and ensures programs are safe, high quality and meet the evolving needs of the community.
  - a. Leading the creation and ongoing review of annual work plans for responsible program area leads to efficiency in operations and maximization of available resources.

- b. Effective utilization of contract instructors supports revenue growth and community participation.
  - c. Evaluation of recreation program offerings ensures community needs and participation goals are being met.
  - d. Timely investigation and resolution of customer complaints received from the public and other City staff creates increased community trust and satisfaction.
  - e. A comprehensive innovative plan for recreation programs results in the ability to meet changing community needs.
  - f. Creative, appropriate, and measurable goals and objectives are developed to achieve and sustain quality programs, facilities, and services.
  - g. Purposeful community engagement supports the development of services and activities that serve the entire community.
2. Leads the development of a high performing team where employees, contractors, and volunteers provide high quality services in a coordinated manner.
    - a. Collaborative leadership style that fosters teamwork and encourages employee input and involvement in decision-making.
    - b. Coordination of work with other Department aids in creating an effective team oriented organization.
    - c. Thorough and ongoing staff coaching and training support the provision of excellent customer service by staff members.
    - d. Recruitment, selection, orientation, advancement, and evaluation of employees leads to the successful achievement of organizational and employee goals.
  3. Creates community collaborations in which community organizations develop trust and confidence in the City and the Community Services Department.
    - a. Serving as a liaison for the Department to community organizations increases partnership opportunities and collaborative events.
    - b. Proactive and timely communication strengthens relationships with partner organizations and community members.
  4. Prepares, submits, and administers an approved annual program budget, including the control necessary to ensure budgetary compliance and careful evaluation of program needs and priorities.
    - a. Current year projects, programs, and activities are successfully completed within approved budget parameters.
    - b. Innovative approaches to maximize revenue and contain expenses are evaluated and implemented.
  5. Supports the Department in the management of recreation programs and facility rentals, balancing cost recovery with community access, for City parks and recreation facilities.
    - a. Implementation and evaluation of recreation program goals, policies and staffing levels advance the organization's priorities.
    - b. Preparation and delivery of customer feedback tools ensure ongoing review and improvement to operations.
    - c. Development, review and adjustment of effective and efficient work schedules and work priorities meet ongoing facility rental requirements
    - d. Effective coordination with Department maintenance team on scheduling maintenance activities to minimize or eliminate impact to the public's use of recreation facilities.
    - e. Program procedures are customer-friendly and ensure timely response to both external and internal customer needs.
  6. Leads program operations in a manner that results in high community participation levels, leveraging of resources, and continuous improvement.

- a. Customer satisfaction is a Department priority, is achieved through formal and informal customer feedback confirming the delivery of services meet customers' needs, and wants within a specific timeframe.
  - b. Forward thinking and customer focused operating procedures are established and routinely evaluated for their effectiveness.
  - c. Ongoing evaluation and service enhancements are of importance for all City-wide and Department events and programs.
  - d. Partnerships are actively sought out and maintained to reduce duplication of services, enhance events, and improve efficiency.
  - e. A strategic marketing and promotions plan for programs increases community awareness, participation rates, and program sponsorships and revenues.
7. Performs other job-related responsibilities as evident or directed.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Philosophies, techniques, trends and principles of recreation management, special events and facility rental management.
- Principles of organization, administration, and budget management.
- Principles and practice of management, supervision, training, and performance evaluations.
- Principles of customer satisfaction related to the delivery of recreation programs.

### **Ability to:**

- Plan, organize, schedule, direct, coordinate, and evaluate assigned portions of the City's recreational program
- Provide supervision and training to assigned staff
- Assess community recreational needs and develop programs to meet those needs
- Assist with the preparation of budget requests and expenditure control
- Prepare a variety of comprehensive reports and publicity material including maintaining records.
- Make effective public speaking presentations
- Develop and maintain effective working relationships with those contacted in the course of work

### **TRAINING AND EXPERIENCE:**

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

- Equivalent to graduation from college with major work in recreation or related field and one-year experience in planning and organizing community recreation programs.

### **LICENSE & CERTIFICATION:**

- A valid and appropriate California Class Driver's License and a safe driving record
- Must obtain CPR and first aid certifications within six months of employment

### **OTHER REQUIREMENTS**

- Must successfully complete a state mandated background investigation and drug screen at time of hire.

- Must be willing to work outdoors in various weather conditions.
- Must be available to work evenings and weekends as required.

**DESIRABLE QUALIFICATIONS:**

- Bilingual English/Spanish highly desirable.
- Possession of any professional certifications or licenses related to the recreation field, including Certified Park and Recreation Professional (CPRP), Lifeguard and Lifeguard Instructor certifications.