



RECREATION/COMMUNITY SERVICES SUPERVISOR

Department/Division:	Parks and Recreation
Reports To:	Recreation/Community Services Manager
Provides Direction To:	Recreation Coordinators, administrative support personnel and part-time recreational personnel
Last Revised:	July 8, 2020

GENERAL PURPOSE

Under general supervision this position plans, organizes and oversees recreation & community services programs, facilities, and special community events for youth, adults, seniors, programs and special events for youth, adults, seniors and the community at large.

DISTINGUISHING CHARACTERISTICS

Reports to the Recreation/Community Services Manager and regularly provides supervision directly and indirectly to both full-time and part-time recreation, clerical and facilities staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. Each individual in the classification does not necessarily perform all the duties listed.

1. Develops, plans, implements, schedules and evaluates on-going programs, facilities or special community events as assigned; coordinates co-sponsorship of events with community groups and businesses.
2. Coordinates assigned special community events including logistical operations with internal departments and external partners.
3. Supervises Department facility and registration software, CivicRec and maximizes its capabilities and trains staff on its functions.

4. Develops implements and monitors the Community Services Section promotion and publicity plan for programs, events, and special projects.
5. Supervises the Departments volunteer program including, recruitment, orientation, and placement for special community events and programs.
6. Makes recommendations and requests for repairs and improvements of recreation areas and facilities.
7. Provides courteous and professional service to all facility users, City of San Dimas personnel, and the public; ensures staff provides a high degree of service to both internal and external customers; acts as a liaison to the public; answers questions and handles customer complaints not resolved at lower levels;
8. Ensures all staff in assigned area are informed of Department policies and reports all incidents to superiors in accordance with established policy.
9. Supervises part-time and full-time Recreation and Community Services staff including: recruiting, interviewing, and assisting in selecting new employees; training, assigning, planning and reviewing work; conducting performance evaluations of assigned personnel at periodic intervals as required; maintaining standards, coordinating activities, allocating personnel, responding to employee problems and recommending salary increases, transfers/promotions, discipline and termination.
10. Plans and implements the Divisions training program for part-time staff.
11. Prepares, monitors, and provides recommendations for Section's program and event budgets.
12. Conducts work tasks safely and in compliance with department safety standards.
13. Purchases supplies and equipment in accordance with purchasing procedures and maintains and monitors inventory.
14. Performs various related essential duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

1. Principles and techniques of supervision including training, performance evaluation, and discipline.
2. Facility management operations and techniques.
3. Current methods, techniques, principles, and procedures used in good internal and external customer service.
4. General principles of budget preparation and control.
5. Purchasing procedures and inventory control.
6. General procedures for ensuring public safety.
7. A variety of recreational and community services programs such as sports; aquatics; leisure enrichment activities; pre-school; youth, adult and senior programs; camps; special events; facility management and recreation brochure development; etc.
8. Basic operation of automated office machines.
9. Personal computer operation including currently used programs such as those in the Microsoft Office Suite and CivicRec recreation software.

Ability to:

1. Assign, review, plan, coordinate and supervise the work of employees; provide clear instruction and guidance on a day to day basis and plan schedules;
2. Recommend the transfer, promotion, salary increase, discipline or discharge of staff;
3. Assess the work of employees and write performance evaluations;
4. Promote staff development and motivation;
5. Analyze problems that arise in the areas under supervision and recommend solutions;
6. Understand and apply appropriate principles in budgeting such as tracking revenue and expenditures;
7. Create, implement and evaluate programs and activities within assigned program and/or facility area(s);
8. Communicate effectively with coworkers and the public;
9. Prepare reports, budget, correspondence, policy drafts, flyers and performance reviews using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
10. Understand community needs in a variety of recreation and community service areas and successfully implement activities according to those needs.
11. Correctly interpret and apply general administrative and department policies and procedures.
12. Independently perform a variety of highly responsible duties in support of assigned area(s) in sometimes-high stress/emergency environments.
13. Recognize and appropriately handle materials in a sensitive and confidential manner.

Education/Training/Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Bachelor's degree from an accredited college or university in Recreation, Human Services, Social Work, or other closely related field to the program area(s) assigned. Four (4) years of increasingly responsible experience in recreation/community services, facility management, or closely related field including at least one year working in a lead capacity.

Licenses/Certificates/Special Requirements:

1. Possession of or the ability to obtain First Aid and CPR/AED certification within the first sixty (60) days of employment; certification must be maintained through employment;
2. Must possess a valid driver's license, from a State Department of Motor Vehicles, with a satisfactory driving record

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to stand or walk; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee frequently walks and stands and occasionally lifts and carries records and documents that weigh 20 pounds or less. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; and interact with officials and the public.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in both field and office settings where the noise levels are quiet to moderately loud, although normally under 85 decibels.