

City of Saratoga
Recreation Coordinator (Non-Exempt)/Recreation Supervisor (Exempt)

DEFINITION

Recreation Coordinator is the entry level classification and Recreation Supervisor is the journey level classification of this classification series.

Incumbents in this classification series may be assigned to varying work schedules and weekend work depending on the operational needs of the Recreation and Facilities Department.

DISTINGUISHING CHARACTERISTICS

The Recreation Supervisor is distinguished by the Recreation Coordinator by its supervisory responsibility of Recreation Coordinators, the level of responsibility and complexity of duties assigned, and the specific experience and expertise required performing those duties.

The Recreation Supervisor class is distinguished from the next higher level of Recreation and Facilities Director by the latter's full responsibility for the overall operations and delivery of program services by the Recreation and Facilities department.

Recreation Coordinator – Under general supervision of a Recreation Supervisor, this is the entry level of this classification series and serves as the First Point of Contact to the public for the Recreation Division including staffing the front office reception area and providing friendly and professional customer service by means of answering incoming calls, emails, and assisting walk-in customers. An incumbent at this level processes registrations, coordinates the computer registration process and troubleshoots registration software as necessary, collects and processes all monies received for recreation programs, assists in program development and performs planning, coordination, promotion, and supervision of comprehensive arts, enrichment, sports and recreation programs, events, and activities, including planning, scheduling and implementing recreational activities in a specific program area. The incumbent also recruits, coordinates, trains, and provides lead direction for the activities of temporary recreation and volunteer staff, assists in the preparation of program budgets and monitors program expenditures, and performs related work as required. The incumbent is expected to exercise judgment and initiative in their assigned responsibilities.

Recreation Supervisor – This is the journey level of this classification series. Under administrative direction of the Recreation and Facilities Director, the incumbent at this level is responsible for supervising the Recreation Coordinator classification and developing, planning, scheduling, supervising, and administering arts, enrichments,

sports and recreation programs, events, and activities designed to reflect the needs of youth, teens, adult and senior citizen populations; supervises Recreation program budgets; trains, directs, and evaluates staff as assigned; and performs related work as requested.

ESSENTIAL DUTIES

The essential duties described below are intended to provide only a summary of the typical functions performed by incumbents in this classification series. This is not an exhaustive or comprehensive list of all possible job responsibilities and the duties of the jobholder might differ from those outlined in the job description.

- Serves as the First Point of Contact to the public for the Recreation Division including staffing the front office reception area and providing friendly and professional customer service by means of answering incoming calls, emails, and assisting walk-in customers.
- Processes registrations, coordinates the computer registration process and trouble-shoots registration software issues with the software provider as necessary.
- Collects and processes all monies received for recreation programs.
- Plans, organizes, implements, and promotes a wide variety of year-round arts, enrichments, sports and recreational programs, events, and activities reflective of the needs of youths, teens, adults and senior citizens.
- Understands recreation objectives set by the Recreation Supervisor or the Recreation and Facilities Director and is able to consistently translate these objectives into meaningful service activities.
- Exhibits effective leadership and instruction skills in the recreation activities for which he/she is responsible. Effectively communicates these skills and techniques to participants and staff members.
- Schedules and staffs classes, programs, and events.
- Negotiates agreements with contract instructors, and sets program and special event fees.
- Conducts research and surveys, analyzes results, makes recommendations.
- Develops and monitors performance measures.
- Evaluates program effectiveness on an ongoing basis to meet a diverse population of users.
- Evaluates program effectiveness on an ongoing basis to meet the City's cost recovery goals and objectives for its recreation program.
- Develops community outreach and marketing strategies, prepares and distributes publicity materials through the City's website, news releases, brochures, etc.
- Assists in the development and preparation of up to 4 recreational guides annually.
- Orders, issues, and maintains recreation equipment and supplies; ensures adequate inventory.

- Interviews, selects, and trains part-time temporary staff and volunteers for duty in a variety of recreation programs and activities.
- Instructs staff on proper work and safety procedures and ensures compliance.
- Acts as liaison with schools and other community groups and organizations.
- Establishes and maintains positive working relationships with co-workers, other City employees, and the public using sound principles of good customer service.
- Conducts facility safety inspections and establishes safety and participation standards to protect participants.
- May perform minor building maintenance duties, i.e., set up, breakdown and clean-up of classes and activities.
- Prepares and oversees budget for each supervised program, summarizing results at program end.
- Staffs the Youth Commission as assigned
- Performs other related duties as assigned.

In addition, the Recreation Supervisor:

- Supervises Recreation Division program budgets.
- Participates in the hiring selection of Recreation Coordinator incumbents and plans, organizes, determines workload and schedules, trains, and evaluates staff.
- Serves as a back-up in the absence of Recreation Coordinator or Director of Recreation and Facilities.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- City and department policies and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Cashiering practices and basic mathematics.
- Principles, practices, and techniques of planning recreation programs, activities, and special events planning.
- Budgeting preparation, monitoring, and management of recreation division programs.
- Principles of performance measurement.
- Youth, Teen, Adult, and Senior Citizen recreation activities and trends.
- Recreation safety practices and first aid.
- Group dynamics and management of structured and unstructured recreation activities.
- Principles and practices of conflict resolution.
- Principles of training and providing lead direction to others (Recreation Coordinator).

- Principles of supervision, training, and evaluation of performance (Recreation Supervisor).
- English usage, spelling, grammar, and punctuation, vocabulary, and composition.
- Effective marketing and community outreach strategies.
- Recordkeeping and records management.
- Office practices and procedures.
- Basic bookkeeping and mathematics.
- Computer equipment and software applications related to assignment.

Ability To:

- Follow written and verbal instructions.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with minimal direction or supervision.
- Make basic mathematical computations.
- Verify payments received as directed by the Finance Division using the five point verification system, prepare including balancing and reviewing for accuracy the daily bank deposit delivered to the Finance Division.
- Trouble-shoot registration software issues with the software provider as necessary.
- Remain calm in difficult situations and circumstances.
- Respond politely and courteously to citizen inquiries and complaints.
- Act quickly in emergencies.
- Hear and speak to communicate effectively orally and in writing with a wide variety of people and age groups.
- Demonstrate recreational activities, games, crafts, and athletic techniques.
- Organize recreational activities, special events, and meet cultural needs.
- Work varying schedules including evenings, weekends, and holidays as assigned.
- Maintain accurate records and files, prepare reports, and conduct research and analysis.
- Read and interpret policies, rules, and procedures.
- Develop effective communications for recreation program users.
- Prepare promotional materials.
- Operate computer equipment and software applications related to assignment.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and respectful manner.
- Work independently with minimal supervision.
- Exercise sound judgment and decision making.
- Train and lead others (Recreation Coordinator).

- Select, train, supervise, and evaluate staff as assigned (Recreation Supervisor).
- Coordinate office functions.
- Prepare and maintain accurate records and reports.
- Communicate clearly, concisely and persuasively, both orally and in writing.

EDUCATION, TRAINING AND EXPERIENCE

Bachelor's degree from an accredited college or university with major coursework in recreation administration, leisure services, or a closely related field.

Recreation Coordinator: A minimum of at least two (2) years of responsible experience coordinating a variety of recreation programs and services, preferable in a municipal setting.

Recreation Supervisor: A minimum of at least five (5) years of responsible experience coordinating a variety of recreation programs and services, preferable in a municipal setting, which must include at least one (1) year of supervisory experience including planning, organizing, determining workload and schedules, training, and evaluation of staff.

Licenses:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

At the option of the appointing authority or the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, certifications or specialized education and training relevant to the area of assignment.

SPECIAL REQUIREMENTS:

Work Environment and Physical Demands

The incumbent must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend meetings at various sites within and away from the City, and have availability to work off-hours shifts or events as required; strength to lift and/or move tables, chairs, equipment and materials weighing up to 40 pounds; mobility to lead groups in activities involving steep or rough terrain; ability to work outdoors in a variety of weather and temperature conditions; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Under California law (California Government Code Section 3100-3109), all City of Saratoga employees are designated as Disaster Service Workers, (DSW). In the event

of a catastrophic event, City of Saratoga employees may be expected to fulfill emergency action assignments. As DSW's, employees may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.