

RECREATION LEADER

DEFINITION

To perform a variety of customer service and administrative duties in support of recreation programs, events or facilities in the Parks, Recreation and Libraries Department; and to coordinate a variety of program activities as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a higher level supervisor or manager.

May exercise supervision over assigned seasonal or part-time staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties include, but are not limited, to the following:

Assist the public via telephone, in person or e-mail with reserving and renting City facilities; register customers for classes, programs, memberships and tours; may participate in facility tours as required; provide a variety of general information regarding City functions and services; and explain department operating policies and procedures.

Coordinate various administrative functions such as purchasing, processing and distributing supplies, maintaining inventory, running specific committees, coordinating staff meetings, and special events.

Participate in the day-to-day operations of an assigned recreation program; organize daily events; and coordinate the implementation of a variety of program activities; ensure programs and classes meet City standards.

Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.

Receive, review and process invoices, payment requests, reimbursement requests and credit card charges; track costs, ensuring proper coding; researches and resolves errors in orders received and invoices; prepare and process purchase requisitions; prepare and send billing statements as required by program.

Create, edit and update department information on internet, intranet or social media platforms.

Supervise assigned temporary staff; schedule, train and monitor staff relative to assigned facility duties; review timekeeping system of assigned staff for accuracy.

Participate in the coordination and selection of part-time staff, contract instructors, and volunteers; provide and coordinate training; support the department hiring process.

Issue, receive and process various applications, permits and other forms; apply departmental policies and procedures in determining completeness of applications; calculate fees.

Coordinate or oversee a variety of recreation programs, events operations and facility maintenance activities, depending upon assignment.

Provide overall site supervision ensuring safety protocols are followed; identify and report any maintenance required on assigned facilities, equipment, or materials; promote and enforce safety procedures; render first aid and CPR, if certified, as required.

Stay current on trends in recreation and facility programming and staff training.

Answers questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints; respond to letters and routine correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Customer service principles and public relations techniques

Procedures for planning, implementing and maintaining a variety of recreation activities and programs.

Materials, methods, and equipment used in recreation settings.

Pertinent local, State and Federal laws, ordinances and rules.

Basic principles of employee and volunteer supervision and training

Safety principles and practices, including first aid and CPR.

Recreation site management, including coordination with instructors.

Record keeping principles and procedures and basic mathematics.

Methods of cash control and related accounting practices.

English usage, grammar, spelling, vocabulary, and punctuation.

Principles of supervision and training.

Modern office equipment, methods, procedures, and computer hardware and software.

Report writing techniques, business letter writing and report preparation

Ability to:

Plan, organize, and implement recreation program activities associated with assigned recreation programs.

On a continuous basis, know and understand operations and observe safety rules; intermittently interpret policies and procedures, and explain operations and problem solve issues for the public and with staff; intermittently set up booths, hang banners, move tables, chairs and carry supplies; lift or carry weight of 45 pounds or less; walk long distances; participate with children activities that involve swimming, running, bending, squatting, jumping, and reaching; lean, stoop, and bend to set up or break down equipment.

Understand and carry out written and oral directions.

Maintain accurate and up-to-date records.

Plan, oversee, coordinate, train, review and evaluate a recreation program, as well as volunteers and staff.

Interpret, apply and explain applicable Federal, State and local policies, procedures, laws and regulations.

Research, respond to and assist in the resolution of inquiries and complaints.

Respond to medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or adult and child cardiopulmonary resuscitation, as qualified.

Organize work, set priorities and meet critical time deadlines.

Use a personal computer and a variety of software applications.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Independently perform administrative and customer service duties in support of assigned department or program.

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Use English effectively to communicate in person, over the telephone, and in writing.

Work outdoors in a variety of weather conditions.

Communicate effectively and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

One year of experience overseeing and implementing recreation programs or one year of clerical and customer service experience.

Training:

Equivalent to the completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of California driver's license by date of appointment.

06-24-21

05-10-19