

JOB DESCRIPTION

Recreation Program Coordinator

POSITION SUMMARY

The Recreation Program Coordinator position manages a variety of needs-based and mission-appropriate activities for the community. Reporting to the Assistant Director, the coordinator administers prescribed programs, services, facilities and/or events. This includes identifying appropriate programs to offer, hiring instructors/ contractors, promoting programs, ensuring quality control and measuring success.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, develops, implements, evaluates and analyzes a variety of programs, facilities and services associated with the district program portfolio including, but not limited to, special activities, recreation classes, community events, leagues, camps, trips, facilities and services
- Develops standards for programs and events to ensure consistency in offerings
- Recruits, interviews, trains, supervises and evaluates part-time staff, seasonal staff and volunteers
- Manages independent contractor agreements with private recreation providers
- Develops program-specific and safety training for staff to assure program delivery readiness
- Prepares and monitors registration information through the recreation software system; manages waitlists, refunds and program transfers
- Initiates thorough communication of program information to participants; promptly responds to and positively resolves inquiries and complaints
- Ensures program equipment and supplies adhere to the district's quality standards; manages the inventory and completes purchasing/ordering processes
- Develops and tracks budget revenue and expenditures
- Researches, evaluates and recommends pricing of programs and services, in accordance with district policies
- Develop/Submit payroll and contract payments as scheduled
- Develops and submits written program descriptions and content for marketing materials (i.e., brochures, webpages, fliers and social media)
- Provides outstanding customer service
- Upholds the agency's internal and external customer service standards
- Enforces program, park and facility rules and regulations, and complies with safety standards
- Prepares accurate reports for management review
- Creates a team-oriented work environment
- Ensures prompt and timely communication with both internal and external customers; adheres to all internal procedures and systems in a complete and timely manner
- Fosters open and frequent lines of communication with local schools and partners, oversees timely schedule coordination, and adheres to prescribed facility-use agreements
- Acts as a recreation liaison with different community groups as assigned
- Stays up to date on industry trends

KNOWLEDGE, SKILLS AND ABILITIES

- Self-Starter with the ability to create, implement and evaluate programs and events
- Leadership skills for support staff and instructors
- Ability to manage and prioritize workload
- Ability to develop and manage a budget
- Knowledge of program development implementation and evaluation principles and methods
- Knowledge of recreation management software use and applications associated with programming
- Knowledge and experience in Microsoft Office/Google applications
- Knowledge of program area supervised
- Knowledge of industry trends related to specific program areas
- Knowledge of basic marketing approaches to recreation programming
- Experience with Wordpress preferred

EDUCATION AND EXPERIENCE

A bachelor's degree in recreation or a related field; minimum two years of progressive work experience in the park and recreation industry. Certified Park and Recreation Professional (CPRP) or Certified Therapeutic Recreation Specialist (CTRS) certification is preferred. Valid state driver's license is required. Certification in advanced CPR, First Aid and Automated External Defibrillator (AED) within three months of employment

SUPERVISORY RESPONSIBILITIES

Directly supervises instructors and volunteers in the district. Directly manages service contractors. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning and directing work; appraising performance; addressing issues and resolving problems.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to walk, stand, sit, talk or hear. The employee is frequently required to use hands to handle or operate objects or use tools - such as a computer, printers, telephones and other office equipment. Occasionally, the employee is required to climb or balance, stoop, kneel, crouch or crawl. Sufficient vision, hearing and stamina to perform the above functions are required. The employee must occasionally lift and/or move objects up to 40 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

While performing the duties of this job, the employee works indoors in an office environment but is frequently exposed to outside weather conditions. The employee occasionally works near moving mechanical parts. The employee is, at times, exposed to wet and/or humid conditions, fumes, toxic or caustic chemicals. The noise level in the work environment is usually quiet while in the office or moderately noisy when in the field.