



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

## JOB DESCRIPTION RECREATION PROGRAM SUPERVISOR

(PROMOTIONS & SPECIAL EVENTS)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
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### GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for assisting with the supervision of the Promotions and Special Events Branch. Assists with the overall event program development and implementation; and the development and implementation of the promotions/marketing strategy for the division. Reports to the Superintendent of Promotions & Special Events.

### ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of assigned staff including completing required reports, marketing, budgeting, staff recruitment, monitoring employee productivity, development and training, performance evaluations, employee relations, prioritizing and assigning work, and related activities; may provide work direction for a variety of volunteers.

Assists Superintendent of Promotions & Special Events with research, event proposals, planning and scheduling of the annual calendar of special events; development of publicity and public relations campaigns; tracking expenditures and revenue collection; and enforcing standard operating procedures and policy guidelines.

Performs other duties as assigned.

### PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### REQUIRED KNOWLEDGE

- Recreational Programming – Extensive knowledge of recreational programming, recreational facility operations and available resources of assigned areas to include professional recreational philosophies, principles, and practices.
- Event Planning – Thorough and comprehensive knowledge of accepted festival and event industry standards, procedures, trends, technical and programming aspects and site planning. Knowledge of codes, ordinances, and laws that affect festival production, programming, and public safety.
- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.

- Public Relations and Communications – Extensive knowledge of the proper methods and techniques of researching, preparing and disseminating public information.
- Supervision – Extensive knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Extensive knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Safety - Extensive knowledge of occupational hazards, safety precautions, and safety regulations related to recreational activities and other work related precautions.

### **REQUIRED SKILLS**

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy. Works with text, graphics and other design elements to create visually appealing and easy to read and understand publications.
- Judgement/Decision Making – Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with employees, managers, representatives from other departments, organizations, and the public. Effectively responds to and resolves complex inquiries and disputes.

### **REQUIRED ABILITIES**

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Financial Management – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

### **EDUCATION AND EXPERIENCE**

Requires a Bachelor’s Degree in Recreation, Leisure Studies, or a related field and 5-7 years of professional recreational programs, special events, or public relations experience with 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background investigation to include a local and state criminal history, sex offender registry check, and a valid driver’s license with an acceptable driving record.

## **PHYSICAL AND DEXTERITY REQUIREMENTS**

- Tasks require the ability to exert moderate, though not constant physical effort.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-50 pounds).

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL HAZARDS**

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, temperature and weather extremes, traffic hazards, violent individuals, infectious disease, or rude/irate customers.