



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
RECREATION CENTER SUPERVISOR
(RECREATION PROGRAMS DIVISION)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the programming and operations of assigned program. Reports to the Recreation Program Coordinator.

ESSENTIAL JOB FUNCTIONS

Plans, develops, and implements all components of the programming and operations of the assigned program; researches and plans program offerings; determines fees for program and special events; supervises program participants to ensure a healthy and safe environment. Accounts for funds received from various revenue producing activities; completes and maintains detailed fund records and reports.

Responsible for the effective supervision and administration of assigned staff including completing required reports, budgeting, purchasing and financial transactions which includes revenue collection, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Screens and responds to inquiries and complaints; provides information on policies and procedures. Assists with developing short and long-term strategic goals pertaining to planning, development, design and operational processes of the facility; develops and recommends policies and procedures.

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 - Thorough knowledge of recreational programming and recreational facility operations and available resources of assigned areas to include professional recreational philosophies, principles, and practices.
- Customer Service - Thorough knowledge of principles and processes for providing customer services.

- Supervision – Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Safety - Knowledge of occupational hazards, safety precautions and safety regulations related to recreational activities and other work related precautions.

REQUIRED SKILLS

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, representatives from all departments, organizations and the public. Effectively responds to and resolves complex inquiries and disputes.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Ability to communicate complex ideas and proposals effectively so others will understand. Ability to listen and understand information and ideas presented verbally or in writing.
- 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, Therapeutic Recreation or a related field and 3-5 years experience in professional recreational programs, including one year of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires a comprehensive background investigation to include a local, state, and sex offender criminal history check as well as FBI Fingerprinting.

A valid driver’s license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 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 EXPOSURES

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.