



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
RECREATION FACILITY SUPERVISOR
(COMMUNITY RECREATION)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position plans, develops, coordinates and manages all aspects of a Recreation Community Center. Reports to a Recreation Program Supervisor.

ESSENTIAL JOB FUNCTIONS

Coordinates facility operations to include program scheduling, coordinating contractual instructors and registrations for instructional classes, coordinating building maintenance and custodial services, managing facility equipment inventory, and assisting with program development. Responsible for oversight of the ActiveNet registration process for classes. Assists with the development of facility policy and procedures.

Assists with facility reservations; contracts with in-house and private entities; ensures contracts are correct, complete, and accurate; enforces all contractual obligations. Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances.

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, payroll, performance evaluations, employee relations, scheduling, prioritizing and assigning work, and related activities.

Collects revenues and accounts for all funds received from facility rentals and instructional class registrations; prepares invoices and receipts; generates deposits; completes and maintains detailed fund records and reports. Assists with developing short and long-term strategic goals; develops and recommends policies and procedures related to operational processes of the facility.

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. This includes meeting quality standards for services, and evaluation of customer satisfaction.
- Safety - Thorough knowledge of occupational hazards, safety precautions, and safety regulations related to recreational activities and other work related precautions.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, customer information and POS system and related software to complete a variety of administrative tasks with reasonable speed and accuracy.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, organizations and the public. Effectively responds to and resolves complex inquiries and disputes.
- Judgment/Decision Making - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- Communication - Ability to communicate effectively so others will understand. Ability to listen and understand information and ideas presented verbally or in writing.
- Financial Management - Ability to perform arithmetic and statistical applications to perform purchasing and financial transactions.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Recreation, Leisure Studies or a related field and 3-5 years of professional experience in recreational program administration, 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.

This position requires a pre-employment medical evaluation.

A CPR and First Aid certification is required within 6 months of employment.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.

- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5 - 10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

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, humidity, temperature and weather extremes, traffic hazards, infectious disease, or rude/irate customers.